

Glossary of The Internet Governance Terms (IGG)

(English version)

Prepared by
United Nations Educational, Scientific and Cultural Organization (UNESCO)
and The International Information Centre for Terminology (INFOTERM)

In cooperation with
The Internet Corporation for Assigned Names and Numbers (ICANN)

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Background

Intergovernmental organizations such as United Nations Educational, Scientific and Cultural Organization (UNESCO), and global organizations such as The Internet Corporation for Assigned Names and Numbers (ICANN), in addition to regional organizations, non-governmental organizations (NGOs) and others have recently highlighted the indispensable role of languages in building inclusive Knowledge Societies. Each language offers a unique testimony of its civilization's cultural genius and contributes to the world's heritage. Language plays a crucial role in building intercultural dialogue, reconciliation and peace in the world.

Empirical evidence has shown that people whose mother tongues have not benefited from coordinated language policies and supportive tools, particularly with regard to terminology, tend to be increasingly disadvantaged in today's information society. In many cases, when a language is used only within the family sphere it starts losing its importance within the professional and international community.¹

In its early development, the Internet would often be assessed from a technological perspective. However, during the last decade, other issues, often qualified as "soft", have emerged focusing on topics such as human rights, democracy, privacy, social equity, inclusion, local content creation, interdependence, and other cultural, educational, economic and political aspects of Internet use. Such discussions have been ongoing since the creation of the Internet Governance Forum (IGF), which resulted from the two World Summits on the Information Society (WSIS in Geneva, 2003, and Tunis, 2005).

Today, the international community has several multi-stakeholder mechanisms for the dialogue and implementation of solutions to Internet governance issues. The WSIS events and IGF belong to some of the major ones. To participate in international multi-stakeholder processes, countries and their national representatives need to be equipped also with language tools that facilitate understanding, cooperation and coordination. One of the latter are the rapidly growing multi-stakeholder partnership mechanisms related to the governance of the Internet. Multilingual glossaries can provide instrumental tools that greatly facilitate common understanding, communication and cooperation among various actors.

Currently, Arabic-speaking countries and communities have limited opportunities to be fully engaged in constructive dialogue and joint action in multi-stakeholder processes due to the inadequate use of supportive language tools. Solutions are needed to strengthen technical terminology in the Arabic language in order to facilitate the dialogue on the use of Arabic on the Internet, in an effective, efficient, and coordinated manner.

Partners involved in the project commonly agree that the Internet should serve all people around the world. The technological advances of the Internet open up vast opportunities to access, preserve, create, and share information and knowledge. When information is shared on the Internet, it immediately becomes available to a large audience and can have a global impact. However it is important to ensure that information and knowledge is made equally available not only to the world's most dominant languages, but also to lesser-used languages.

This project document is justified based on the needs-assessment, practical observation and scientific assumption that speakers of a language which lags behind in its terminology for a given domain or across many domains, risks losing the ability to communicate in different thematic domains of that language over time. A language community whose language has not developed scientific and technical terminologies is unavoidably forced to use some other, more developed foreign language for thematic domain communication.

As the utilization of language today is highly supported by information and communication technologies (ICT) and the Internet, the lack of relevant terminology indirectly, but inevitably, establishes digital and knowledge divides, which can manifest themselves in different ways. There is, therefore, a need for continuous terminology planning, institutional capacity building and effective coordination mechanisms at regional and country levels.

This is why this project aims to provide Arabic-speaking countries and communities with specific language tools, in particular a glossary on Internet governance (IG) for the formulation of joint agendas and participation in multi-stakeholder processes; and for building institutional capacities of and coordination mechanisms

¹ <http://unesdoc.unesco.org/images/0014/001407/140765e.pdf>

among regional and national organizations working on the language issues for the development and coordination of joint actions to contribute to the promotion and access to Arabic language on the Internet.

More specifically, the partners involved in the preparation of the project proposal are keen to provide methodological assistance in developing a specific language tool entitled 'A Glossary of IG terms' in English and to adapt/localize it into Arabic by working in close collaboration with Arabic-speaking and international experts and organizations involved in IG, IT and linguistics in order to facilitate involvement and participation of Arabic-speaking countries and communities in the multi-stakeholder processes, particularly on Internet governance issues. The tool would be used by Arabic-speaking countries and communities around the world, particularly national professional organizations working in the field of language policy development, stakeholders involved in Internet governance (IG) and other multi-stakeholder processes, and Arabic speakers in general.

At the end of the project, it is expected that Arabic speaking countries will use the glossary of Internet governance terms developed in a collaborative, accurate and multi-stakeholder way, which will help them to formulate joint agendas, contribute to decision making processes, communicate more effectively and encourage their engagement in multi-stakeholder IG mechanisms. It is anticipated that once a coherent, harmonized glossary of Internet governance terms is in place, new terms and their descriptions could be adopted and used by policy makers, public administrations, media, educational institutions, and the public at national, regional and international levels. To ensure the widest dissemination of the glossary, inclusive consultation and feedback mechanisms such as online and face-to-face discussions and consultations will be integrated into the project. Below, a list of major steps identified and followed for the achievement of the expected result is given:

- *Mapping key documents on the IG issues for the development of a draft glossary.* For the preparation of the draft glossary of IG terms in English, a significant number of major documents (more than 160) have been identified and analyzed as well as results incorporated in the initial list of terms on Internet governance issues.
- *Preparation of a draft glossary of the IG terms in English.* A number of experts from the field of terminology, IG and other relevant fields were consulted and contributed to the development of that initial list of terms. The draft version of the IG glossary in English includes all identified IG terms.
- *Public consultations.* The current draft version of the glossary is used for the public online consultations with experts representing national, regional and international professional organizations. Based on the comments and recommendations received, a pre-final version of IG terms in English will be prepared, then translated and used for the adaptation and localization of the IG terms in Arabic.
- *Localization of the glossary of IG terms in Arabic and validation process.* Another round of public consultations will be initiated involving relevant experts and organizations. The draft glossary of the IG terms in Arabic will be revised and used for the face-to-face validation meeting in Paris, France at UNESCO Headquarters.
- *Distribution.* The final e-document will be published, launched and distributed by the partners during the forthcoming international events such as Internet Governance Forum 2015, WSIS and other events.

Because of the complex nature of Internet governance the preparation of the Internet Governance Glossary (IGG) faced a number of challenges.

The Internet has become way more important than just for research purposes or for the economy – it has become one of the key pillars of modern society linked to fundamental human rights (including access to information, freedom of expression), health, and education. Unlike other technologies, the Internet has 'users' rather than 'consumers'. That is why entirely profit-led models (even if clearly leading to more innovation and investment) may increase the divide between the information-rich who would be using unlimited online services with full quality, and the information-poor who might have to content themselves with useless best effort services. Nobody denies that the Internet – representing a new 'technological revolution' – has brought about and is still continuing to provide tremendous benefits to society at large. But there are also real risks of misuse of traffic management given the increased opportunities to filter or feed Internet traffic with objectionable or sensitive content in relation to a society's or community's political, ideological, religious, cultural, or other values.

Thus Internet governance is a complex multi-faceted and multi-dimensional topic which touches upon technical (referring first of all to infrastructure and standardization), economic, legal, development and socio-

cultural aspects as well as those of stakeholders, a broad range of activities and the results thereof. This dynamic development of the Internet and complex nature of the topic had an impact on the methodology insofar as for instance:

- A random selection of terms and proper names did not appear to be very useful (especially when looking at existing IG related glossaries).
- Statistics of occurrences such as by means of computer-linguistic methods and tools did not prove to be suitable either.
- Newer sources often provided information not existing or described differently from those of earlier years.

This situation necessitated a highly systematic and meticulous approach from the outset.

The methodology of preparing the “Glossary of IG Terms” (IGG) while following international standards had to be adapted in order to cope with the above-mentioned situation.

- A preselection of official documents which were analysed and supplemented in close consultation with the above-mentioned cooperation partners was taken as the basic ‘text corpus’ for the identification and description of the main IG terms. Based on the analysis of the nature of these documents, those promising to provide good contexts were given priority in the beginning. At a later stage the drafted IGG entries were once more checked against the comprehensive text corpus of all documents.
- An alphabetical list of specialized terms and proper names with their abbreviations – as mostly provided in term collections on the Internet – was not considered as promising for yielding good entries which should be mutually consistent and coherent. In addition, IGG versions in other languages – where the entries would certainly not follow the alphabetic order of the terms in English – had to be considered from the beginning. Therefore, the systematic approach chosen started off from a broad sub-division of IG dimensions as it emerged from the analysis of the pre-selected documents.
- Although the IGG is supposed to follow international standards and best practices, ‘definitions’ in the strict sense were not considered as appropriate in view of the anticipated end users of the IGG, namely well informed laypersons, rather than highly specialized experts. The definitions are supposed to be ‘user-friendly’, not scientifically stringent. Therefore, a form of condensed ‘description’ of the concepts represented by the terms of the IGG was chosen. Special care was taken to formulate the descriptions in such a way that the conceptual interrelation between the IGG entries became clear.

The analysis of the contexts of the IGG term candidates in the preselected documents revealed that most occurrences did not provide sufficient explanations on the one hand or were not coherent or even contradictory on the other hand. Therefore, additional sources – including research papers, online computer encyclopedia, Wikipedia, websites of organizations, etc. – were consulted. As a result of this process, nearly each IGG entry constitutes an ‘adaptation/amalgamation’ of a number of occurrences in different sources. Besides, the harmonization of style, layout etc. of all entries also necessitated adaptation of the formulations.

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Note to the layout of the IGG entries:

- Terms are grouped according to their respective IG dimension. However, if a term belongs to more than one dimension, this is indicated at the end of the entry. (If this relation is less evident, the dimension indication is preceded by “~”)
- Within the IG dimension the terms are grouped according to their semantic relation, in order to make the entries more coherent and better understandable as well as re-usable.
- Preferred terms are in bold letters in line with international standards; admitted terms are in regular letters.
- Related terms, which may cover a range from quasi-synonyms to somehow related terms, are preceded by “RT”.
- Deprecated terms are preceded by “NOT”; their use may be discouraged for various reasons.
- Terms in bold letters occurring in descriptions and notes indicate that they are described in another entry of the IGG. (However, this does not apply to the most widely used term “Internet”.)
- Deprecated terms are preceded by “NOT”; their use may be disapproved for various reasons.
- Terms in bold letters occurring in descriptions and notes indicate that they are described in another entry of the IGG. However, this does not apply to the most widely used term “Internet”.
- In Section VII the proper names of organizations, forums, networks, groups, conferences, regulations and legal instruments are followed by their abbreviations in parentheses.

I. INTERNET GOVERNANCE GENERAL

- 1.1 cyberspace
- 1.2 information and communication technology ICT
- 1.3 Internet
- 1.4 Internet of things / IoT
- 1.5 Internet governance
- 1.6 public interest
- 1.7 global public good
- 1.8 pluralism
- 1.9 multi-stakeholderism / multi-stakeholder model
- 1.10 Internet stakeholders / Internet stakeholders' organizations
- 1.11 Internet ecosystem
- 1.12 accountability
- 1.13 transparency
- 1.14 openness
- 1.15 universal access / access for all
- 1.16 neutrality / network neutrality / non-discrimination

II. INFRASTRUCTURE AND STANDARDIZATION DIMENSION

- 2.1 World Wide Web / WWW / Web / The Web
- 2.2 telecommunication infrastructure
- 2.3 technical standard
- 2.4 critical Internet infrastructure
- 2.5 Internet access
- 2.6 mobile Web / mobile Internet
- 2.7 critical Internet resources / CIR
- 2.8 broadband
- 2.9 bandwidth management / network bandwidth management
- 2.10 routing / RT: routing Internet traffic
- 2.11 quality of service / QoS
- 2.12 content delivery network / content distribution network CDN
- 2.13 cloud computing
- 2.14 Internet architecture
- 2.15 Internet operator
- 2.16 Internet backbone provider / IBP
- 2.17 Internet service provider / ISP
- 2.18 Internet exchange point / IXP
- 2.19 Internet Protocol Suite / RT: TCP/IP
- 2.20 Internet Protocol / IP
- 2.21 IPv4 / Internet Protocol version 4
- 2.22 IPv6 / Internet Protocol version 6
- 2.23 IP address / Internet Protocol address
- 2.24 regional Internet registry / RIR
- 2.25 local Internet registry / LIR
- 2.26 top-level-domain registry / TLD registry
- 2.27 country code top-level-domain / ccTLD
- 2.28 generic top-level-domain / gTLD
- 2.29 national Internet registry / NIR
- 2.30 Domain Name System / DNS
- 2.31 internationalised domain name / IDN
- 2.32 Domain Name System security extensions
- 2.33 cybersecurity / network security / RT: computer security / RT: IT security / RT: information technology security
- 2.34 information security / content security
- 2.35 security management
- 2.36 authentication / digital authentication
- 2.37 encryption
- 2.38 cryptography
- 2.39 public-key infrastructure / PKI
- 2.40 digital certificate / public key certificate / identity certificate
- 2.41 eSignature / digital signature / RT: electronic signature

III. ECONOMIC DIMENSION

- 3.1 free flow of information
- 3.2 consumer protection
- 3.3 eContent / electronic content / digital content
- 3.4 interconnection cost / RT: termination rates
- 3.5 eGovernment / electronic government / e-gov / digital government / Internet government / online government / connected government
- 3.6 eCommerce / electronic commerce / RT: eBusiness
- 3.7 B2B / Business-to-business
- 3.8 B2C / Business-to-consumer
- 3.9 B2G / Business-to-government
- 3.10 C2C / Consumer-to-consumer
- 3.11 eCommerce transaction / eTransaction / electronic transaction
- 3.12 electronic data interchange / EDI
- 3.13 eTaxation
- 3.14 ePayment
- 3.15 eMoney

IV. LEGAL DIMENSION

- 4.1 international law
- 4.2 Internet law / cyberlaw
- 4.3 arbitration
- 4.4 law-enforcement agencies / LEA
- 4.5 Uniform Domain-Name Dispute-Resolution Policy / UDRP
- 4.6 cybersquatting
- 4.7 fundamental human rights
- 4.8 freedom of expression / freedom of opinion and expression
- 4.9 privacy
- 4.10 anonymity
- 4.11 de-identification
- 4.12 Internet surveillance / online surveillance
- 4.13 data protection / RT: data privacy / RT: online privacy
- 4.14 intellectual property rights / IPR
- 4.15 copyright
- 4.16 trademark
- 4.17 data retention
- 4.18 Internet misuse
- 4.19 cybercrime / RT: computer crime / RT: computer-related crime / RT: netcrime
- 4.20 cyberattack
- 4.21 malware / malicious software
- 4.22 crimeware
- 4.23 spyware
- 4.24 Spamming / electronic spamming / spam
- 4.25 cyberwar / cyberwarfare
- 4.26 cyberterrorism
- 4.27 child safety online / child online safety
- 4.28 cyber-bullying / digital bullying
- 4.29 Child grooming / online grooming of children
- 4.30 cyberstalking
- 4.31 confidentiality
- 4.32 phishing
- 4.33 identity theft
- 4.34 online fraud / computer-related fraud

V. DEVELOPMENT AND SOCIO-CULTURAL DIMENSION

- 5.1 information society
- 5.2 Millennium development goals / MDG
- 5.3 global regulation of intellectual property rights / global regulation of IPRs
- 5.4 digital divide
- 5.5 enabling environment
- 5.6 capacity building / capacity development
- 5.7 gender equality and the empowerment of women
- 5.8 protection of the cultural heritage

- 5.9 cultural and linguistic diversity / RT:
multilingualism
- 5.10 eAccessibility
- 5.11 eInclusion

VI. STAKEHOLDER CATEGORIES

- 6.1 intergovernmental organizations / IGO
- 6.2 governmental institutions or organizations
- 6.3 private sector institutions, organizations,
groups or communities
- 6.4 civil society organizations, groups or
communities / CSO
- 6.5 academic communities
- 6.6 technical communities

VII. ORGANIZATIONS, FORUMS, NETWORKS, GROUPS, CONFERENCES, REGULATIONS AND LEGAL INSTRUMENTS

7.1 Intergovernmental organizations (IGO):

- 7.1.1 United Nations / UN
- 7.1.2 UN Office of the High Commissioner for
Human Rights / OHCHR
- 7.1.3 United Nations Conference on Trade and
Development / UNCTAD
- 7.1.4 United Nations Commission on Science and
Technology for Development / CSTD
- 7.1.5 United Nations Economic and Social Council /
ECOSOC
- 7.1.6 United Nations Development Programme /
UNDP
- 7.1.7 World Intellectual Property Organisation /
WIPO
- 7.1.8 United Nations Educational, Scientific and
Cultural Organization / UNESCO
- 7.1.9 International Telecommunication Union / ITU
- 7.1.10 World Trade Organisation / WTO
- 7.1.11 United Nations Economic Commission for
Europe / UNECE
- 7.1.12 Organisation for Economic Co-operation and
Development / OECD
- 7.1.13 Council of Europe / CoE
- 7.1.14 International Chamber of Commerce / ICC

7.2 Internet-focused organizations:

- 7.2.1 Internet Corporation for Assigned Names and
Numbers / ICANN
- 7.2.2 Internet Assigned Numbers Authority / IANA
- 7.2.3 Number Resource Organization
/ NRO
- 7.2.4 African Network Information Centre / AFRINIC
- 7.2.5 Asia Pacific Network Information Centre /
APNIC
- 7.2.6 Latin American and Caribbean Network
Information Center / LACNIC

- 7.2.7 American Registry for Internet Numbers /
ARIN

- 7.2.8 RIPE Network Coordination Center / RIPE NCC

- 7.2.9 Africa Top Level Domain Organization / AftLD

- 7.2.10 Asia Pacific Top Level Domain Association /
APTLD

- 7.2.11 Latin American and Caribbean TLD Association /
LACTLD

- 7.2.12 European Country Code TLD Organization /
CENTR

- 7.2.13 Internet Society / ISOC

- 7.2.14 Internet Engineering Task Force / IETF

- 7.2.15 Internet Architecture Board / IAB

- 7.2.16 Institute of Electrical and Electronics Engineers /
IEEE

- 7.2.17 World Wide Web Consortium / W3C

- 7.2.18 World Wide Web Foundation / WWW Foundation /
Web Foundation

- 7.2.19 Civil Society Internet Governance Caucus / IGC

- 7.2.20 Community Emergency Response Team / CERT

- 7.2.21 International Center for Disability Resources on
the Internet / ICDDI

7.3 Groups, networks, forums, conferences, projects:

- 7.3.1 UN Group on the Information Society / UNGIS

- 7.3.2 Internet Governance Forum / IGF

- 7.3.3 Object Management Group / OMG

- 7.3.4 Global Alliance for ICT and Development / UN
GAID / GAID

- 7.3.5 Wi-Fi Alliance

- 7.3.6 Global Initiative for Inclusive ICTs, / G3ict

- 7.3.7 World Summit on the Information Society / WSIS

- 7.3.8 World Summit on the Information Society Forum /
WSIS Forum

- 7.3.9 World Conference on International
Telecommunications 2012 / WCIT-12

- 7.3.10 Internet Society Disability and Special Needs
Chapter

7.4 Conventions and treaties, regulations and legal instruments:

- 7.4.1 United Nations Declaration on Human Rights /
UN/UDHR / UDHR

- 7.4.2 International Telecommunication Regulation / ITR

- 7.4.3 Basic Telecommunication Agreement, / BTA /
Fourth Protocol to the General Agreement on
Trade in Services

- 7.4.4 UNCITRAL Model Law on Electronic Commerce

- 7.4.5 Berne Convention for the Protection of Literary
and Artistic Works, Berne Convention

- 7.4.6 WIPO Copyright Treaty / WCT

- 7.4.7 Agreement on Trade-Related Aspects of
Intellectual Property Rights / TRIPS

- 7.4.8 Convention on Cybercrime, Budapest Convention
on Cybercrime, Budapest Convention

- 7.4.9 Convention on the Recognition and Enforcement
of Foreign Arbitral Awards / New York Convention

- 7.4.10 UNCITRAL Model Law on International
Commercial Arbitration

- 7.4.11 W3C Web Accessibility Initiative Web Content
Accessibility Guidelines / WCAG

I. INTERNET GOVERNANCE GENERAL

This part comprises the fundamental terms related to Internet governance, such as terms related to:

- Internet technology,
- Internet governance,
- Internet ecosystem.

N°	Term	Description
1.1	cyberspace	a world-wide virtual social space, different from real space, with many sub-communities unevenly distributed using a technical environment – first of all the Internet – in which citizens and organizations utilize information and communication technology (ICT) for their social and commercial interactions
1.2	information and communication technology ICT	synonym for information technology (IT) that stresses the integration of telecommunications, computers as well as the necessary software, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information
1.3	Internet	the worldwide public network of computer networks that provides access to a number of communication services including the World Wide Web (WWW) and carries e-mail, news, entertainment and data files. NOTE 1: The Internet (with capital 'I') refers to the huge global public network which also runs the World Wide Web . Other internets – also being networks of computer networks – are written with lower case "i".
1.4	Internet of things IoT	<Internet technology> multiplication of interactive information objects by means of adding sensors and other devices to material objects (i.e. "things") with the ability to communicate with other objects thus transforming the physical world itself into a huge information and knowledge system NOTE 1: By using information and communication technology (ICT) the IoT enables the things/objects in our environment to be active participants, i.e. they share information with other members of the network, often using the same Internet Protocol (IP) that connects the Internet. In this way, the things/objects are capable of recognising events and changes in their surroundings and are acting and reacting in an appropriate way, without human intervention.
1.5	Internet governance	"the development and application by governments, the private sector and civil society, in their respective roles, of shared principles, norms, rules, decision-making procedures, and programmes that shape the evolution and use of the Internet"
1.6	public interest	<Internet governance> refers to parts of the Internet that can be considered as a global public good essential for the welfare or well-being of the general public NOTE 1: In telecoms regulation public interest is also understood through concepts such as universal service and universal access , under-served areas, affordability, reliability, consumer rights, protection of privacy etc.
1.7	global public good	<Internet governance> refers to the Internet as a resource of extreme societal importance so that Internet governance is in the public interest
1.8	pluralism	<Internet governance> recognition of a multiplicity of legitimate interests and Internet stakeholders , such as the multi-stakeholderism of Internet governance NOTE 1: In OECD societies it is perceived as an essential element of society generally ensuring a level of diversity of opinions, ideas and information available to the public to enable people to make relatively informed choices.

1.9	multi-stakeholderism multi-stakeholder model	<Internet governance> major guiding principle of Internet governance referring to the pluralism of Internet stakeholders including governments, the private sector and civil society NOTE 1: Multi-stakeholderism is closely related to the concept of the Internet ecosystem .
1.10	Internet stakeholders Internet stakeholders' organizations	<Internet governance> formal organizations, institutions or informal networks of the private sector and civil society, as well as governments, intergovernmental and international organizations belonging to the Internet ecosystem NOTE 1: Internet stakeholders or their organizations may be active at international, regional or national level.
1.11	Internet ecosystem	<Internet governance> complex system that comprises – closely related to multi-stakeholderism – the main Internet stakeholder categories: <ul style="list-style-type: none"> • governments (and intergovernmental organizations), • the private sector, • civil society, to which the following communities with their respective roles and responsibilities are usually added: <ul style="list-style-type: none"> • the academic community, • the technical community, • international organizations, • users in general.
1.12	accountability	<Internet governance> major guiding principle of Internet governance whereby each Internet stakeholder – as long as oversight institutions (including the general right to appeal and redress) do not exist for all Internet stakeholders – is obliged to abide by pertinent international laws and regulations, regional or national laws and regulations (if binding international laws and regulations do not apply) as well as international technical standards , including those for corporate social responsibility (CSR) NOTE 1: Accountability is often addressed in connection with transparency .
1.13	transparency	<Internet governance> fundamental pre-condition for effective accountability often discussed in conjunction with network neutrality whereby Internet operators must provide complete and accurate information on their network managing practices, capacity, and the quality of service to customers, in a form understandable by an average user
1.14	openness	<Internet governance> together with transparency and universal access one of the core values of the Internet being an open platform with open processes NOTE 1: Some Internet stakeholders assume that a healthy and sustainable Internet is based on the principle of openness comprising first of all: <ul style="list-style-type: none"> • Open global technical standards: referring to technology and content related standards • Open communications (for everyone): referring to society at large • Open markets: referring to economic progress • Open institutions: referring to Internet governance characterized by multi-stakeholderism.
1.15	universal access access for all	policy to facilitate or even guarantee access – including the requirement of affordable access – for everybody to information and communication technology (ICT) and to the Internet NOTE 1: Universal access in a broader sense is encompassing a variety of issues, including information and computer literacy, information and communication technology (ICT) skills, as well as linguistic diversity through language protection and gender equality and women empowerment . In a narrow sense it sometimes focuses on facilitating the expansion of access to ICT and the Internet in underserved areas e.g. by cross subsidization between areas of low connections costs, generally cities, and areas of high connection costs, generally rural areas.

1.16	neutrality network neutrality net neutrality non-discrimination	<Internet governance> guiding design principle of the Internet, whereby the flow of all the content on the Internet, whether coming from start-ups or big companies, is treated without discrimination NOTE 1: Key pre-conditions for network neutrality are: transparency , unrestricted access, (non)discrimination. In connection with the emerging consensus on the need for appropriate traffic management (including bandwidth management and routing) the main question is how to interpret the adjective 'appropriate' in relation to network neutrality.
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II. INFRASTRUCTURE AND STANDARDIZATION

This part comprises basic terms related to:

- Internet technical infrastructure,
- Internet architecture,
- Internet-related technical standards,
- Internet operational infrastructure,
- Security.

N°	Term	Description
2.1	World Wide Web WWW Web The Web	<p>the most popular of all Internet services and applications (often used interchangeably with the Internet) that provides users with the ability</p> <ul style="list-style-type: none"> • to access information and services while connected to the Internet, • to publish information, and • to offer services that can be accessed by anybody else in the Internet. <p>NOTE 1: The World Wide Web is one of the biggest services running on the Internet. The multitude of other services implemented over the Internet includes e-mail, file transfer, voice over IP (VOIP), digital TV, remote computer control, newsgroups, and online games. All of these services can be implemented on any internet, accessible to network users.</p>
2.2	telecommunication infrastructure	<p><Internet infrastructure> system of transmission media – such as telephone wires, fibre-optic cables, satellites, microwaves, and wireless links – on which communication services can be set up thus facilitating today's convergence of Internet, telecommunication and multimedia technology and applications</p> <p>NOTE 1: The key international organisations involved in the regulation of telecommunications and telecommunication infrastructures include the International Telecommunication Union (ITU), and the World Trade Organisation (WTO). In addition to legal and economic regulations there are numerous technical standards.</p>
2.3	technical standard	<p><Internet infrastructure> authoritative document with technical regulations necessary to ensure the smooth technical interoperability of the Internet</p> <p>NOTE 1: The technical standards of the Internet include many interdependent technical rules, specifications or guidelines covering also aspects of interoperability, accessibility and. The most important software standards for the Internet are comprised in the Internet Protocol Suite (TCP/IP).</p>
2.4	critical Internet infrastructure	<p>“collective term for all hardware and software systems that constitute essential components in the operation of the Internet”</p> <p>NOTE 1: “Physical transmission lines of all types, such as wired, fiber optic and microwave links, along with routing equipment, the accompanying critical software services like the Domain Name System (DNS), e-mail, website hosting, authentication and authorization, storage systems, and database servers are considered critical Internet components. If any of these systems and</p>

		services were to be interrupted for a significant period of time ... [t]he Internet...as we know it would collapse".
2.5	Internet access	<p>access to the Internet comprising at least three main aspects:</p> <ul style="list-style-type: none"> • technically speaking referring to the bandwidth of the access (which may be narrowband or broadband), • socio-economically speaking referring to the access by passive users (e.g. households) or active users (e.g. businesses, etc.), • eAccessibility, i.e. access by persons with disabilities (PwD). <p>NOTE 1: In connection with Internet access, universal access is a major policy issue aiming at facilitating or even guaranteeing access for everybody to the Internet and information and communication technology (ICT).</p>
2.6	mobile Web mobile Internet	refers to access to the World Wide Web (WWW) by means of the use of browser-based Internet services, from a handheld mobile device (such as a smartphone or a feature phone), a notebook or a tablet computer etc., connected to a mobile network or other wireless network
2.7	critical Internet resources CIR	<p>collective term for all main technical, information and service resources accessible through or constituting the Internet</p> <p>NOTE 1: Under a legitimate "Internet for all" aspiration linked to the prospects of development and democratic citizenship the Internet has become a critical resource of its own to be managed with a maximum of rights and services subject to a minimum of restrictions and a level of security which users are entitled to expect, which make the lives of people, communities and groups more fulfilling.</p>
2.8	broadband	<p><Internet infrastructure> bandwidth for high speed access to the public Internet at downstream speeds equal to, or greater than, 256 kbit/s</p> <p>NOTE 1: Fixed or wired broadband can include for example cable modem, DSL, fibre-to-the-home/building and other fixed broadband subscriptions. Wireless broadband can include satellite Internet, terrestrial fixed wireless and fixed WiMax and fixed wireless access; it also includes broadband terrestrial mobile wireless access. All of the above are based on technical standards.</p>
2.9	bandwidth management network bandwidth management	<p><Internet infrastructure> traffic management process of measuring and controlling the communications (traffic, packets etc.) on a network link, to avoid filling the link to capacity or overfilling the link, which would result in network congestion and poor performance of the Internet</p> <p>NOTE 1: One of the main aspects of bandwidth management is routing.</p>
2.10	routing RT: routing Internet traffic	<p><Internet infrastructure> bandwidth management process designed to send a data packet over multiple networks using packet switching technology and routing information to make decisions</p> <p>NOTE 1: Generally speaking traffic management is becoming increasingly sophisticated with respect to routing Internet traffic in the most optimal way in order to provide quality of service.</p>

2.11	quality of service QoS	<p><Internet infrastructure> measure of overall network performance that reflects the quality and reliability of a connection commonly seen as the guaranteed minimum level of performance by the users of the network</p> <p>NOTE 1: In packet-switched networks like the Internet with its abounding multimedia content and delay-sensitive applications, QoS is affected by various 'human' or 'technical' factors, resulting among others in the following problems as seen from the point of view of the sender and receiver:</p> <ul style="list-style-type: none"> • Low throughput, • Dropped packets, • Errors, • Latency, • Jitter, • Out-of-order delivery.
2.12	content delivery network content distribution network CDN	<p>large distributed system of servers deployed in multiple data centers across the Internet</p> <p>NOTE 1: The goal of a CDN is to serve content to end-users with high availability and high performance. CDNs serve a large fraction of the Internet content today, including web objects (text, graphics and scripts), downloadable objects (media files, software, documents), applications (e-commerce, portals), live streaming media, on-demand streaming media, and social networks.</p>
2.13	cloud computing	<p><Internet infrastructure> information and communication technology (ICT) service of delivering application software, services or content to end users via network access to a scalable and elastic pool of shareable physical or virtual resources with on-demand self-service provisioning and administration</p> <p>NOTE 1: By means of cloud computing users can shift software and/or data from their computers to servers in the clouds (i.e. huge server farms). The first wave of cloud computing started with the use of online mail servers (Gmail, Yahoo! etc.), social media applications (Facebook, Twitter etc.) and online applications (Wikis, blogs, Google docs etc.). Thus, more and more digital assets are moving from local hard disks to the cloud. Apart from everyday applications, cloud computing is extensively used for business software.</p>
2.14	Internet architecture	<p><Internet infrastructure> model communications infrastructure consisting – besides its telecommunication infrastructure – of a layered system of protocols that control various aspects of the Internet architecture</p> <p>NOTE 1: The Internet architecture comprises the following layers of protocols:</p> <ul style="list-style-type: none"> • Application layer, • Transport layer, • Internet layer, • Network access layer. <p>At each layer various technical protocols are working based on rigorously developed technical standards dividing methods into a layered system of protocols. The Internet Protocol Suite (TCP/IP) is the most important set of protocols of this layered system of protocols.</p>
2.15	Internet operator NOT: carrier	<p><Internet infrastructure> company or other kind of organization which may include telecommunications service providers (TSP), Internet service providers (ISP), website or network operators, as well as Internet backbone providers (IBP)</p>

2.16	Internet backbone provider IBP	<p><Internet infrastructure> organization that supplies the Internet service providers (ISP) with access to the high-speed transmission lines that connect them to each other, allowing the ISPs to offer their customers Internet access</p> <p>NOTE 1: These major high-speed transmission lines are considered as the backbones of the Internet.</p>
2.17	Internet service provider ISP	<p><Internet infrastructure> company, which provides Internet access to organizations and/or individuals and is interconnected to other ISPs by high-speed transmission lines supplied by Internet backbone providers (IBP)</p> <p>NOTE 1: Internet service providers' services may include web hosting, email, VoIP (voice over IP), and support for many other applications. In order to guarantee quality of service (QoS), ISPs are using various broadband management techniques prioritising certain traffic.</p>
2.18	Internet exchange point IXP	<p><Internet infrastructure> physical infrastructure through which Internet service providers (ISP) exchange Internet traffic between their networks (autonomous systems)</p> <p>NOTE 1: Internet exchange points (IXP) reduce the traffic portion of an Internet service providers' (ISP) which must be delivered via their upstream transit providers, thereby reducing the average per-bit delivery cost of their service. Furthermore, the increased number of paths learned through the IXP improves routing efficiency and fault-tolerance.</p>
2.19	Internet Protocol Suite RT: TCP/IP	<p><Internet infrastructure> computer networking model and communication protocols combining numerous technical standards used in the Internet and other networks based on the Internet Protocol Suite</p> <p>NOTE 1: The Internet Protocol Suite is the most important set of protocols of the Internet (collectively called Transmission Control Protocol and Internet Protocol Suite – TCP/IP) and allows large, geographically diverse networks of computers to communicate with each other quickly and economically over a variety of physical links. It is maintained and developed by the Internet Engineering Task Force (IETF).</p>
2.20	Internet Protocol IP	<p><Internet infrastructure> main internetworking technical standard underlying the Internet that specifies how data is moved through it based on three principles: packet-switching, end-to-end networking, and robustness</p> <p>NOTE 1: The IP is implemented in two versions, IPv4 and IPv6 both based on technical standards of which different implementations exist. It is often used interchangeably to the Transmission Control Protocol and Internet Protocol Suite (TCP/IP), although the IP covers the first – but still most important – networking protocols defined in the TCP/IP.</p>
2.21	IPv4 Internet Protocol version 4	<p><Internet infrastructure> connectionless internetworking protocol version 4 in the Internet's Internet Layer supporting 32-bit IP addresses which allows for approximately 4 billion unique IP addresses</p> <p>NOTE 1: IPv4 as used on packet-switched networks operating on a best effort delivery model is still dominantly in use today, the number 4 is the protocol version number carried in every IP datagram.</p>
2.22	IPv6 Internet Protocol version 6	<p><Internet infrastructure> version 6 of the internetworking protocol that provides an identification and location system for computers on networks and routes traffic across the Internet</p>

		NOTE 1: IPv6 is IPv4 's successor protocol for 128-bit IP addresses , allowing 2^{128} , or more than 7.9×10^{28} times as many IP addresses as IPv4.
2.23	IP address Internet Protocol address	<Internet infrastructure> unique numerical address for every computer by which a location in the Internet is identified NOTE 1: Computers on the Internet use IP addresses to route traffic and establish connections among themselves; people generally use the human-friendly domain names made possible by the Domain Name System .
2.24	regional Internet registry RIR	<Internet infrastructure> Internet registry responsible for the allocation of IP address resources within a particular region. NOTE 1: There are five RIRs, to whom network operators apply to get IP address blocks allocated: Europe: RIPE NCC , Africa: AFRINIC , Asia: APNIC , North America: ARIN , and Latin America: LACNIC .
2.25	local Internet registry LIR	<Internet infrastructure> Internet registry (IR) that primarily assigns address space to the users of the network services that it provides NOTE 1: LIRs are generally Internet service providers (ISP) receiving IP numbers – to be used as IP addresses – from a regional Internet registry (RIR); their customers are primarily end users and possibly other ISPs.
2.26	top-level-domain registry TLD registry	<Internet infrastructure> registry for top-level-domains (TLD), such as for country code top-level-domains (ccTLD) or generic top-level-domains (gTLD)
2.27	country code top-level-domain ccTLD	<Internet infrastructure> top-level-domain (TLD) which designates a specific country or special area of geographical interest, such as .uk (United Kingdom), .cn (China), .in (India) NOTE 1: ccTLD are managed according to the international standard ISO 3166 (multipart) "Codes for the representation of names of countries and their subdivisions". Some ccTLD are still managed by a variety of institutions or individuals that received accreditation in the early days of the Internet, when some governments were not all that interested in such matters.
2.28	generic top-level-domain gTLD	<Internet infrastructure> top-level-domain (TLD) which includes domains that could be obtained by anyone, such as: .com, .info, .net, and .org NOTE 1: For each gTLD there is one generic top-level-domain registry that maintains an address list. The salesman function of the registry is performed by registrars; for example, the .com gTLD is managed by VeriSign. ICANN provides overall coordination of the domain name system (DNS) by concluding agreements and accrediting registries and registrars.
2.29	national Internet registry NIR	<Internet infrastructure> Internet registry (IR) that distributes IP numbers – to be used as IP addresses – received from a RIR to smaller Internet service providers (ISP), companies, and individuals
2.30	Domain Name System DNS	<Internet infrastructure> system allowing a familiar string of letters (the "domain name") to be used in addition to the IP address thus helping users to find their way around the Internet NOTE 1: The IP address , being unique for every computer, is a rather complicated string of numbers hard to remember; therefore, the "mnemonic" device of the DNS makes using the Internet easier. So instead of typing 207.151.159.3, you can type www.internic.net .

2.31	internationalized domain name IDN	<p><Internet infrastructure> domain name that includes characters used in the local representation of languages that are not written with the twenty-six letters of the basic Latin alphabet "a-z"</p> <p>NOTE 1: An IDN can contain Latin letters with diacritical marks, as required by many European languages, or may consist of characters from non-Latin scripts such as Arabic or Chinese.</p>
2.32	Domain Name System security extensions	<p><Internet infrastructure> suite of Internet Engineering Task Force (IETF) specifications for securing certain kinds of information provided by the Domain Name System (DNS) as used on the Internet and networks based on the Internet Protocol Suite</p> <p>NOTE 1: The Domain Name System security extensions are a set of extensions to the Domain Name System (DNS) which provide to DNS clients (resolvers) origin authentication of DNS data, authenticated denial of existence, and data integrity, but not availability or confidentiality.</p>
2.33	cybersecurity network security RT: computer security RT: IT security RT: information technology security	<p><Internet infrastructure> collective for a broad range of issues from IT security, via information or content security, to security against Internet misuse and cybercrime</p> <p>NOTE 1: As the Internet architecture was not designed with cybersecurity in mind, incorporating security protection requires substantial changes to the very basis of the Internet, the TCP/IP, including among others:</p> <ul style="list-style-type: none"> • Security by design • Security architecture • Hardware mechanisms that protect computers and data • Secure operating systems • Secure coding • Capabilities and access control lists. <p>The balance between cybersecurity and human rights, especially the right to privacy, is in constant flux.</p>
2.34	information security content security	<p><ICT general> sum of the processes and technologies used to protect information assets from unauthorized acquisition, disclosure, manipulation, modification, or damage and loss</p> <p>NOTE 1: Information security on the one hand refers to the act of ensuring that data is not lost when critical issues arise, such as: natural disasters, computer/server malfunction, physical theft, or any other instance where data has the potential of being lost. On the other hand it refers to unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction.</p>
2.35	security management	<p>identification of an organization's information and communication technology (ICT) assets as well as information assets, followed by the development, documentation, and implementation of policies and procedures for protecting these assets</p> <p>NOTE 1: Security might not bring monetary gain but it does prevent monetary loss and other damages. Organizations and states increasingly develop services capable of stimulating an economy by having a good cybersecurity approach. "Therefore, security management must be a dynamic process – one that is constantly evolving to counteract the evolution of security risks"</p>

2.36	authentication digital authentication	<p><Internet infrastructure> trust-based identity attribution, providing a codified assurance of the identity of one entity (viz. a person or an organization) to another</p> <p>NOTE 1: Authentication of individuals on the Internet by means of eSignature affects many aspects, including jurisdiction, cybercrime, and eCommerce.</p>
2.37	encryption	<p><ICT general> scrambling of electronic documents (for instance by using cryptography techniques) and communication into an unreadable format which can be read only through the use of encryption software</p> <p>NOTE 1: Traditionally, governments were the only players who had the power and the know-how to develop and deploy powerful encryption in their military and diplomatic communications. Lately, with new packages – such as Pretty Good Privacy (PGP) – encryption has become affordable to any Internet user, including criminals and terrorists.</p>
2.38	cryptography	<p><ICT general> refers to techniques for secure communication in the presence of third parties by constructing and analyzing protocols that overcome the influence of third parties</p>
2.39	public-key infrastructure PKI	<p><Internet infrastructure> system supporting the implementation of asymmetric (public key) encryption, including, inter alia, management and distribution of encryption keys and digital certificates</p> <p>NOTE 1: PKI is a maximalist approach specifying a framework and procedures for eSignatures, including cryptography and the use of public key identifiers. This approach usually specifies the establishment of dedicated digital certificate authorities, which can certify future users of eSignatures.</p>
2.40	digital certificate public key certificate identity certificate	<p><ICT general> electronic document used to prove ownership of a public key including information about the key, its owner's identity, and the eSignature of an entity that has verified the certificate's contents are correct</p>
2.41	eSignature digital signature RT: electronic signature	<p><Internet Infrastructure> result of a cryptographic transformation of data that, when properly implemented with supporting infrastructure and policy, provides for a digital message or document the services of origin authentication, data integrity and signer non-repudiation</p> <p>NOTE 1: A valid eSignature gives a recipient reason to believe that the message was created by a known sender, such that the sender cannot deny having sent the message (digital authentication and non-repudiation) and that the message was not altered in transit (data integrity).</p>

III. ECONOMIC DIMENSION

This part comprises basic terms related to:

- The economic dimension of the Internet in general,
- eCommerce and eBusiness in general,
- Processes in the Internet related to the above.

N°	Term	Description
3.1	free flow of information	<p><Internet governance> Internet principle closely related to the fundamental human right of freedom of opinion and expression</p> <p>NOTE 1: Free flow of information is considered an essential component of the "Internet way of life" and refers to the freedom of spreading news or ideas, transmitting scientific or technological data, making people aware of matters essential to democratic life, or providing a medium for individual or collective cultural expression even if that flow runs up against "obstacles", such as state confidentiality or intellectual property rights (IPR).</p>
3.2	consumer protection	<p><eCommerce> important legal method for developing trust in eCommerce by ensuring the rights of consumers</p> <p>NOTE 1: eCommerce regulation is supposed to protect customers in a number of areas, such as:</p> <ul style="list-style-type: none"> • Online handling of payment card information • Misleading advertising • Delivery of defective products.
3.3	eContent electronic content digital content	content available in electronic form that can be transmitted over a computer network such as the Internet and which is representing information in a manner suitable for interpretation by human means
3.4	interconnection cost RT: termination rates	<Internet governance> cost incurred by interconnecting Internet backbone providers (IBP) with each other and with Internet service providers (ISP)
3.5	eGovernment electronic government e-gov digital government Internet government online government connected government	collective term for the digital interactions and delivery models between the citizens and their government (C2G), between governments and government agencies (G2G), between government and citizens (G2C), between government and employees (G2E), and between government and businesses/commerce (G2B)
3.6	eCommerce electronic commerce RT: eBusiness	<p>the production, distribution, marketing, sale, or delivery of goods and services by electronic means considered as information society services that cover any service normally provided for remuneration, at a distance, by means of electronic equipment for the processing (including digital compression) and storage of data, and at the individual request of a recipient of a service</p> <p>NOTE 1: eCommerce is developing rapidly and takes different forms, above all: business-to-consumer (B2C), business-to-business (B2B), business-to-government (B2G), consumer-to-consumer (C2C).</p>
3.7	B2B business-to-business	economically the most intensive type of eCommerce , comprising over 90% of all eCommerce transactions
3.8	B2C business-to-consumer	<p>to individuals the most familiar type of eCommerce aiming at consumers</p> <p>NOTE 1: From an eGovernment perspective B2C is also called business-to-citizen.</p>
3.9	B2G business-to-government	highly important type of e-commerce in the area of procurement policy
3.10	C2C consumer-to-consumer	growing type of e-commerce between individuals in the form of for example, exchange marketplaces

		NOTE 1: From an eGovernment perspective C2C is also called citizen-to-citizen.
3.11	eCommerce transaction eTransaction electronic transaction	sale or purchase of goods or services, whether between businesses, households, individuals, governments, and other public or private organisations, conducted over computer-mediated networks, such as the Internet
3.12	electronic data interchange EDI	transfer of structured data, by agreed message standards, from one computer system to another without human intervention NOTE 1: In 1987, the UN/EDIFACT Syntax Rules were approved by the International Organization for Standardization (ISO) as the international technical standard ISO 9735:1988 which became the multipart standard ISO 9735:2002 Electronic data interchange for administration, commerce and transport (EDIFACT) – Application level syntax rules (Syntax version number: 4, Syntax release number: 1).
3.13	eTaxation	taxation based on the 'destination' instead of 'origin' principle of taxation (according to the OECD's Ottawa Principles) specifying that no difference exists between traditional taxation and eTaxation that would require special regulations NOTE 1: Many governments – especially since the financial crisis in 2008 – have been trying to increase fiscal income in order to reduce growing public debt.
3.14	ePayment electronic payment	<eCommerce> payment for buying and selling goods or services offered through the Internet, or broadly to any type of electronic funds transfer NOTE 1: The existence of an electronic payment system is a pre-condition for the successful development of eCommerce . ePayment requires differentiation between <ul style="list-style-type: none"> • eBanking which involves the use of the Internet to conduct conventional banking operations, such as payments or fund transfers, and • eMoney.
3.15	eMoney	"stored value or prepaid payment mechanisms for executing payments via point-of-sale terminals, direct transfers between two devices, or over open computer networks such as the Internet"

IV. LEGAL DIMENSION

This part comprises basic terms related to:

- international law in relation to the Internet,
- Internet misuse and cybercrime,
- Issues derived from Human rights,
- Prevention of Internet misuse and cybercrime.

Almost every aspect of Internet governance includes a legal component, yet the shaping of a legal framework to mould the rapid development of the Internet is in its early phase.

N°	Term	Description
4.1	international law	<p>set of legal rules established by sovereign states, usually through the adoption of international treaties and international conventions and generally regarded and accepted as binding in relations between states</p> <p>NOTE 1: All basic types of international law, namely:</p> <ul style="list-style-type: none"> • international public law • international private law • international customary law <p>may apply to Internet governance.</p>
4.2	Internet law cyberlaw	<p>legal approach to shape a legal framework for the Internet by laws – including international law – addressing the legal issues that arise from the Internet and the information and communication technology (ICT)</p> <p>NOTE 1: The other legal approach is the real-law approach, whereby the Internet and the information and communication technology (ICT) are essentially treated no differently from previous technologies. Consequently, any existing legal rules can also be applied to the Internet.</p>
4.3	arbitration	<p><Internet governance> a faster, simpler, and cheaper mechanism of settling disputes in place of traditional courts</p> <p>NOTE 1: The use of an arbitration mechanism (which is usually set out in a private contract with parties agreeing to settle any future disputes through arbitration) as the main Internet dispute settlement mechanism has particular advantages in regard to one of the most difficult tasks in Internet-related court cases, namely the enforcement of decisions (awards).</p> <p>But it also has a few serious limitations:</p> <ul style="list-style-type: none"> • Since arbitration is usually established by prior agreement, it does not cover a wide area of issues when no agreement between parties has been set in advance (libel, various types of responsibilities, Internet misuse or cybercrime). • Many view the current practice of attaching an arbitration clause to regular contracts

		disadvantageous for the weaker side in the contract (usually an Internet user or an eCommerce customer).
4.4	law enforcement agencies LEA	organization having law enforcement powers and operating within a jurisdiction NOTE 1: Law enforcement agencies (LEA) can <ul style="list-style-type: none"> • operate at international, multinational or national levels, and even at different levels within a country • be responsible for enforcing different kinds of law, regulations or codes of practice.
4.5	Uniform Domain-Name Dispute-Resolution Policy UDRP	policy to provide a “fast track” resolution process for disputes in Internet cases concerning top-level domain (TLD) names developed by the World Intellectual Property Organization (WIPO) and implemented by ICANN as the primary dispute resolution procedure NOTE 1: Since the beginning of its work under UDRP in December 1999, the WIPO Arbitration and Mediation Center has administered more than 22 500 cases. With the introduction of internationalised domain names (IDN), new challenges are expected to occur. So far, UDRP provides mechanisms that have significantly reduced cybersquatting .
4.6	cybersquatting	Internet misuse of registering domain names that could be resold later, e.g. for reselling a trademark later to its rightful trademark owner (which can be considered as extortion) NOTE 1: The Uniform Domain-Name Dispute Resolution Policy (UDRP) provides mechanisms that have significantly reduced cybersquatting. However, cybersquatting can also concern famous individuals and non-profit entities.
4.7	fundamental human rights	moral principles commonly understood as inalienable fundamental rights to which a person is inherently entitled simply because she or he is a human being and laid down in the United Nations Declaration on Human Rights (UN/UDHR) NOTE 1: Depending on the degree of material loss or physical harm to people the infringement – which is a violation of a law or right – or violation of other regulations or codes of practice through Internet misuse concerning fundamental human rights may be judged as cybercrime .
4.8	freedom of expression freedom of opinion and expression	fundamental human right recognized under the United Nations Universal Declaration of Human Rights (UN/UDHR, Article 19) stating "Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers." NOTE 1: The protection of freedom of expression as a fundamental human right includes not only the content, but also the means of expression. However, the exercise of these rights carries "special duties and responsibilities" and may "therefore be subject to certain restrictions" when necessary, such as <ul style="list-style-type: none"> • "For respect of the rights or reputation of others" • "For the protection of national security or of public order (order public), or of public health or morals".

4.9	privacy	<p>fundamental human right concerning “the state or condition of being alone, undisturbed, or free from public attention, as a matter of choice or right; freedom from interference or intrusion”</p> <p>NOTE 1: In digital environments (characterized by digital information, dematerialization of actors, computers and networks operating mode), technologies don't preserve, in native mode, user's privacy. Copy, logging and eavesdropping are easy to realize. Network analysis traffic, actives' auditing, intrusion of detection systems, firewalls, etc. contribute to optimize network performances and security, but at the same time, they can damage privacy of the users. This affects everyone's privacy over the Internet, and can put in danger eCommerce activities.</p>
4.10	anonymity	<p>characteristic of an entity whose name is unknown or which does not reveal its name, allowing an entity to use resources without being identified (incognito)</p> <p>NOTE 1: Provision should be made to respect the wish of certain users who may have a valid reason for not revealing their identity when making statements on the Internet, in order to avoid excessive restriction of their freedom of expression, to promote the freedom of expression and ensure protection against unauthorized online surveillance by public and private entities.</p>
4.11	de-identification	<p><ICT general> process by which a collection of data is stripped of information which would allow the identification of the source of the data</p> <p>NOTE 1: Common uses of de-identification include human subject research for the sake of privacy for research participants. Common strategies for de-identifying datasets are deleting or masking personal identifiers, such as name and social security number, and suppressing or generalizing quasi-identifiers, such as date of birth and zip code. The reverse process of defeating de-identification to identify individuals is known as “re-identification”.</p>
4.12	Internet surveillance online surveillance	<p><Internet governance> monitoring of the behavior, activities, or other changing information, usually of people for the purpose of influencing, managing, directing, or protecting them originally as a tool of public authorities to maintain social control, today, can be carried out by any person or organization with sufficient funds for using powerful ICT tools for this kind of monitoring</p> <p>NOTE 1: While Internet surveillance is considered to some extent a necessity against cybercrime and other Internet misuses, powerful surveillance tools could potentially endanger some fundamental human rights, particularly privacy and freedom of expression depending on those applying these tools. Therefore, the Convention on Cybercrime reinforced the discussion about the balance between cybersecurity and fundamental human rights.</p>

4.13	data protection RT: data privacy RT: online privacy	<p>legal mechanism that ensures privacy and refers to the relationship between collection and dissemination of data, technology, the public expectation of privacy, and the legal and political issues surrounding them</p> <p>NOTE 1: The challenge in data protection is to share data while protecting personally identifiable information from a wide range of sources, such as:</p> <ul style="list-style-type: none"> • Healthcare records • Criminal justice investigations and proceedings • Financial institutions and transactions • Biological traits, such as genetic material • Residence and geographic records • Ethnicity • Privacy breach • Location-based service and geolocation.
4.14	intellectual property rights IPR	<p>legal concept which refers to creations of the mind for which exclusive rights are recognized</p> <p>NOTE 1: IPRs are protected by several branches of law covering certain primary rights, such as: copyright law, trademark law, patent law. Laws on unfair competition also affect IPRs. Depending on the degree of material loss IPR infringement or violation of pertinent regulations or codes of practice through Internet misuse may be judged as cybercrime.</p>
4.15	copyright	<p>branch of intellectual property rights (IPR) referring to the expression of an idea when it is materialised in various forms, such as a book or other publication, CD, or computer file for which exclusive rights are recognized</p> <p>NOTE 1: Depending on the degree of material loss copyright infringement or violation of pertinent regulations or codes of practice through Internet misuse may be judged as cybercrime.</p>
4.16	trademark	<p>symbol (or word, phrase, logo, etc.) used by a company to distinguish its products or services from those of another representing an intellectual property right (IPR)</p> <p>NOTE 1: The trademark as a primary intellectual property right (IPR) can be owned by the trademark owner (who can be an individual, business organization, or any legal entity), but also licensed. Cybersquatting is the Internet misuse of registering domain names also representing trademarks with the intent of reselling them to the companies who are the rightful trademark owners.</p>
4.17	data retention	<p>explicit policy of persistent data and records management for meeting archival requirements for legal and business data</p> <p>NOTE 1: Data retention regulations have sparked serious concerns from physicians, journalists, privacy and other fundamental human rights groups, unions, IT security firms and legal experts.</p>
4.18	Internet misuse	<p>improper use of the Internet and related information and communication technology (ICT) which may cause material loss or physical harm to people</p> <p>NOTE 1: The borderline between Internet misuse and cybercrime is not fixed. Depending on the degree of material loss or physical harm to people the infringement – which is a violation of a law or right – or the violation of other regulations or codes of practice through Internet misuse may be judged as cybercrime.</p>

4.19	cybercrime RT: computer crime RT: computer-related crime RT: netcrime	<p><Internet governance> any crime that involves as a means or the target:</p> <ul style="list-style-type: none"> - a computer system (computer or computer-related crime in a narrow sense), - internetworking technologies (netcrime in a narrow sense), - or both. <p>NOTE 1: The Budapest Convention on Cybercrime is the first international treaty on crimes committed via the Internet and other computer networks by harmonizing national laws, improving investigative techniques, and increasing cooperation among nations.</p>
4.20	cyberattack	<p>Internet misuse or cybercrime whereby Internet weaknesses are exploited for different types of attacks directed primarily against information and communication technology (ICT) hardware or software, or primarily aimed at harming people</p> <p>NOTE 1: There are different types of cyberattacks (each with subtypes):</p> <ul style="list-style-type: none"> • Passive and active attacks, • Denial-of-Service attacks, • Defacement attacks, • Malware attacks, • Cyber intrusion, • Spam and phishing, • Some communication protocols misuse, ...down to full-fledged cyberwar.
4.21	malware malicious software	<p>a program such as a virus, worm or Trojan horse, or any other form of attack software that acts more or less independently and may disrupt computer operation, gather sensitive information, or gain access to private computer systems</p> <p>NOTE 1: Malware represents a threat to information security and data protection.</p>
4.22	crimeware	<p>a class of malware designed specifically automating cybercrime, in order (a) to perform illegal acts, (b) to steal personal information, or (c) to automate financial crime</p> <p>NOTE 1: Crimeware can include spyware, keystroke loggers and bots. Most often crimeware: (i) gathers confidential information, such as passwords or credit card numbers; or (ii) takes control of a computer and executes remote commands.</p>
4.23	spyware	<p>malware watching users' activities, without their knowledge, gathers information such as online activities, confidential and personal information, and transmits this information back to the spyware's owner</p> <p>NOTE 1: Spyware represents a threat to data protection.</p>
4.24	spamming electronic spamming spam	<p>Internet misuse using of electronic messaging systems to send unsolicited bulk messages (<i>spam</i> or <i>junk</i>), especially advertising indiscriminately</p> <p>NOTE 1: Spamming is the chosen method of many cases of Internet misuse that infect machines with viruses. If the introduction of a virus results in data corruption, the spammer can be prosecuted.</p>
4.25	cyberwar cyberwarfare	<p>activity of Internet misuse crossing international borders and involving the interests of at least one nation state by targeting the vulnerability of critical national infrastructure and data</p> <p>NOTE 1: Internationally, both governmental and non-state actors engage in Internet misuse, including espionage (e.g. by means of spyware), information warfare and other cross-border Internet misuse or</p>

		cybercrime up to full-fledged cyberwarfare. Therefore, cyberwar is of high national security concern.
4.26	cyberterrorism	kind of terrorism utilizing cyberspace and information and communication technology (ICT) resources to attack critical infrastructures or to optimize classical terrorism activities
4.27	child safety online child online safety	protection of child safety against improper and inappropriate content and contact in order to prevent Internet misuse or cybercrime against children NOTE 1: Children are threatened first of all by objectionable content, counted to include a wide variety of materials including pornography, hate, and violence content, and content hazardous to health, such as suicide advice, anorexia, and the like. Besides, children can be victimised through child grooming , cyber bullying , cyberstalking and harassment.
4.28	cyber bullying digital bullying	Internet misuse to harm, intimidate or harass other people in a deliberate, repeated, and hostile manner NOTE 1: Cyber bullying and especially harassment is a particular challenge for child safety online . Children and minors can easily become victims of cyber bullying, most often from their peers using information and communication technology (ICT) – combining mobile phone cameras, file-sharing systems, and social networks – as a convenient tool.
4.29	child grooming online grooming of children	cybercrime deliberately undertaken with the aim of befriending and establishing an emotional connection with a child, to lower the child's inhibitions in order to sexually abuse the child NOTE 1: Child grooming is a criminal violation of child safety online most frequently undertaken under a masked identity – while pretending to be peers, offenders collect information and steadily groom the child, easily managing to win the child's trust, even aiming to establish a physical meeting. The virtual conduct thereby transforms to real contact and can go as far as the abuse and exploitation of children, paedophilia, the solicitation of minors for sexual purposes, and even child trafficking.
4.30	cyberstalking	Internet misuse for stalking and harassment behaviours or abuse NOTE 1: Many offenders combine their online activities with more traditional forms of stalking and harassment (telephoning the victims for example).
4.31	confidentiality	safeguarding of the secrecy of information, information flows, transactions, services or actions performed in cyberspace for the purpose of guaranteeing the protection of resources against unauthorized disclosure NOTE 1: Confidentiality can be implemented by means of access control and encryption .
4.32	phishing	cyberattack attempting to fraudulently acquire confidential information such as usernames, passwords, and credit card details etc. by luring the user with a message which seems to come from a legitimate organization NOTE 1: While spamming is most annoying, phishing can cause serious damage.
4.33	identity theft	Internet misuse or cybercrime in which a fraudster illegally obtains confidential and personal information, such as credit card number, social security numbers, passwords or banking account numbers in order to impersonate the victim NOTE 1: Identity theft often works together with privacy violations.

4.34	online fraud computer-related fraud	Internet misuse or cybercrime by means of deliberate deception or trickery in order to unjustly obtain property or services NOTE 1: Online fraud results in loss of property to another through the input, alteration, deletion and suppression of computer data, as well as any interference with the functioning of a computer system, with the dishonest intent of procuring without right an economic benefit, comprising piracy (e.g. illegal downloading of software, music, movies), and online fraud, including Internet auctions, advanced fee frauds, Internet fraud actions, etc.
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V. DEVELOPMENT AND SOCIO-CULTURAL DIMENSION

This part comprises basic terms related to:

- The information society,
- Intellectual property rights (IPR),
- diversity issues.

Almost every IG issue has a development or socio-cultural aspect.

N°	Term	Description
5.1	information society	society where the creation, distribution, use, integration and manipulation of information using information and communication technology (ICT) is a significant economic, political, and cultural activity
5.2	Millennium Development Goals MDG	<p>eight international development goals that were established following the Millennium Summit of the United Nations in 2000, following the adoption of the United Nations Millennium Declaration to achieve the goals by 2015</p> <p>NOTE 1: The Internet as well as the concept of the information society have at least indirectly a great impact on any of the eight MDGs, namely:</p> <ol style="list-style-type: none"> 1. To eradicate extreme poverty and hunger 2. To achieve universal primary education 3. To promote gender equality and empowering women 4. To reduce child mortality rates 5. To improve maternal health 6. To combat HIV/AIDS, malaria, and other diseases 7. To ensure environmental sustainability 8. To develop a global partnership for development. <p>All 189 United Nations member states at the time (there are 193 currently) and at least 23 international organizations committed to help achieve the MDGs.</p>
5.3	global regulation of intellectual property rights global regulation of IPRs	<p><Internet governance> international laws and their implementation concerning intellectual property rights (IPR), and in particular copyright and related rights especially in connection with the emerging content industries using the Internet</p> <p>NOTE 1: The global regulation of IPRs directly affects development, because of the reduced opportunity of developing countries to access knowledge and information online. International conventions/agreements/treaties related to IPRs, such as the Berne Convention, the TRIPS Agreement and the WIPO Copyright Treaty are obligatorily observed by the signatory countries. However, they are implemented at national level into national law. That is why differences exist between countries with respect to the implementation and jurisdiction of IPR-related international law.</p>

5.4	digital divide	<p>differences between countries with different levels of information and communication technology (ICT) development</p> <p>NOTE 1: The digital divide exists not only for technical reasons, but also for political, social, or economic reasons at different levels and for an array of aspects, such as:</p> <ul style="list-style-type: none"> • within countries and between countries, between rural and urban populations, between the old and the young, between men and women. <p>It refers to a “gap between individuals, households, businesses and geographic areas at different socio-economic levels with regard both to their opportunities to access information and communication technologies (ICTs) and to their use of the Internet for a wide variety of activities”. (OECD 2001)</p>
5.5	enabling environment	<p><Internet governance> trustworthy, transparent and non-discriminatory legal, regulatory and policy environment created by governments to maximize the social, economic and environmental benefits of the information society</p> <p>NOTE 1: To create an enabling environment is a demanding task, entailing among others the gradual de-monopolisation of the telecommunication market, the introduction of Internet law (covering copyright, privacy, eCommerce, etc.), and the granting of universal access without political, religious, or other restrictions.</p>
5.6	capacity building capacity development	<p><Internet governance> policy measures to manage transformations and change concerning all aspects of the Internet and the information society by individuals, organizations and society at large with the aim to reach their own goals over time in a sustainable way</p> <p>NOTE 1: The need for capacity building in the field of Internet governance and policy was recognised as one of the priorities for the WSIS Tunis Agenda for the Information Society. Capacity building may comprise:</p> <ul style="list-style-type: none"> • human resource development (i.e. the process of equipping individuals with the understanding, skills and access to information, knowledge and training that enables them to perform effectively), • organizational development (i.e. the elaboration of management structures, processes and procedures, not only within organizations but also within the management of relationships between the different stakeholders: public, private and community), • institutional and legal framework development (making legal and regulatory changes to enable organizations, institutions and agencies at all levels and in all sectors to enhance their capacities).
5.7	gender equality and the empowerment of women	<p><Internet governance> fundamental human right enshrined in the UN Charter and one of the main objectives of the United Nations Millennium Development Goals (MDG), referring to using the power of information and communication technologies (ICTs) to provide new digital opportunities to end discrimination,</p>

		and to empower women and girls to participate fully in society
5.8	protection of the cultural heritage	<p><Internet governance> protection of tangible cultural properties and cultural intangibles threatened by cultural influences from other cultures, lack of sustainability of digitization, or exploitation by foreign commercial interests</p> <p>NOTE 1: As the cultural heritage is a crucial component of identity and self-understanding of individuals that links a community to its past, the preservation of cultural tangibles and intangibles through digitisation is one of the main goals of the protection of the cultural heritage. In addition to grass root organisations and many civil society activities, it is first of all the United Nations Educational, Scientific and Cultural Organization (UNESCO) which endeavours to organize support for the preservation and protection of the heritage of nations for the future.</p>
5.9	cultural and linguistic diversity RT: multilingualism	<p><Internet governance> policy measures to guarantee that every cultural and linguistic community can be represented in the Internet under all its dimensions: governance, infrastructure, economic, legal and socio-cultural</p> <p>NOTE 1: Multilingualism is a key concept in terms of ensuring cultural diversity and participation for all linguistic groups in cyberspace. The promotion of cultural and linguistic diversity requires among others:</p> <ul style="list-style-type: none"> • Stimulating respect for cultural identity, traditions and religions • Appropriate governance frameworks • Development language technologies, including machine translation and automatic interpretation.
5.10	eAccessibility	<p>'ease of use of information and communication technology (ICT), such as the Internet, by persons with disabilities (PwD)' [WHO 2012]</p> <p>NOTE 1: Disability is the consequence of an impairment that may be physical, cognitive, mental, sensory, emotional, developmental, or some combination of these. It is a complex phenomenon, reflecting the interaction between features of a person's body and features of the society in which he or she lives. Web accessibility is one of the major aspect of eAccessibility, for which the World Wide Web Consortium (W3C) provides the Web Content Accessibility Guidelines (WCAG) as international standard. The United Nations Convention on the Rights of Persons with Disabilities (UN/CRPD) of 2008 draws attention to the need to ensure access to ICTs for PwD on an equal basis with others and helps to eliminate barriers to information, especially through the Internet.</p>
5.11	eInclusion	<p>participation of all individuals and communities in all aspects of the information society supported by inclusive information and communication technology (ICT) in daily life, at work, in day-to-day relationships, in dealing with public services as well as in culture, entertainment, leisure and when participating in community and political dialogues</p> <p>NOTE 1: eInclusion means both inclusive ICT and the use of ICT to achieve wider inclusion</p>

		objectives, especially for minorities disadvantaged in some way or other.
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VI. STAKEHOLDER CATEGORIES

Internet governance stakeholder can largely be subdivided into the following categories:

- Intergovernmental organizations (IGO),
- Governmental institutions or organizations,
- Private sector,
- Civil society organizations,
- Academic communities,
- Technical communities.

Many stakeholders are engaged in more than one dimension of Internet governance

N°	Term	Description
6.1	intergovernmental organizations international governmental organization IGO	<Internet governance> organization composed primarily of sovereign states (referred to as member states), or of other intergovernmental organizations and being major stakeholders in Internet governance
6.2	government institutions or organizations	<Internet governance> executive or administration in control of a state permanently or at a given time being a major stakeholder group in Internet governance
6.3	private sector institutions, organizations, groups or communities	<Internet governance> institutions, organizations, groups or communities of that part of the economy, which is run by private individuals or groups, being a major stakeholder group in Internet governance NOTE 1: The private sector is a means of enterprise for profit, and is not controlled by the state (areas of the economy controlled by the state being referred to as the public sector).
6.4	civil society organizations, groups or communities CSO	<Internet governance> organizations, groups or communities of the field of non-governmental organizations and institutions that manifest interests and will of citizens and are a major stakeholder group in Internet governance NOTE 1: Civil society includes the family and the private sphere, referred to as the 'third sector' of society, distinct from government and business.
6.5	academic communities	<Internet governance> institutions, organizations, individuals or communities active in the educational system and scientific research at national, regional and international levels and being a major stakeholder group in Internet governance NOTE 1: Together with the technical communities and extensively interacting with and within all stakeholder groups the academic communities make a permanent and valuable contribution to the stability, security, functioning and evolution of the Internet.
6.6	technical communities	<Internet governance> institutions, organizations, individuals or communities active in technical fields and being a major stakeholder group in Internet governance NOTE 1: Together with the academic communities and extensively interacting with and within all stakeholder groups technical communities make a permanent and valuable contribution to the stability, security, functioning and evolution of the Internet.

VII. ORGANIZATIONS, FORUMS, NETWORKS, GROUPS, CONFERENCES, REGULATIONS AND LEGAL INSTRUMENTS

Internet governance at international level is carried out by or takes the form of:

- International organizations or institutions (here with a focus on intergovernmental organizations),
- Other Internet-related organizations,
- Forums, conferences, groups, networks, (here focusing on multi- or international forums, conferences, groups, networks, etc.),

Intergovernmental organizations (IGO)		
N°	Name	
7.1.1	United Nations UN	The UN (established 1945) together with many of its specialized agencies is forming a system of intergovernmental organizations with all kinds of sub-organizations/institutions which to some degree are all involved in Internet governance activities. http://en.wikipedia.org/wiki/United_Nations
7.1.2	United Nations Office of the High Commissioner for Human Rights OHCHR	The OHCHR (established 1993) is the UN institution of global scope formally responsible for the UN Human Rights Programme. http://www.ohchr.org/EN/Pages/WelcomePage.aspx
7.1.3	United Nations Conference on Trade and Development UNCTAD	UNCTAD (established 1964) is the principal organ of the UN General Assembly dealing with trade, investment, and development issues – incl. those related to the Internet. http://unctad.org/en/pages/home.aspx
7.1.4	United Nations Commission on Science and Technology for Development CSTD	CSTD (established 1993), a subsidiary body of ECOSOC (see below), is <i>inter alia</i> responsible for many follow-up activities to WSIS, the World Summit on Information Society. It is also connected to UNCTAD. http://unctad.org/en/Pages/cstd.aspx
7.1.5	United Nations Economic and Social Council ECOSOC	ECOSOC (established 1945) is one of the principal organs of the United Nations (UN). In regard to Internet Governance, its primarily relevant sub-body is the Commission on Science and Technology for Development (CSTD). (see above) http://www.un.org/en/ecosoc/
7.1.6	United Nations Development Programme UNDP	UNDP (established 1965) is a UN institution providing expert advice, training, and grant support to developing countries – incl. Internet implementation and utilization. [Siochrú 2007a] http://www.undp.org/content/undp/en/home.html
7.1.7	World Intellectual Property Organisation WIPO	WIPO (established 1967) is a UN institution of high authority especially with respect to the negotiation of international treaties in the field of intellectual property rights (IPR) and related topics. [Gross 2007] http://www.wipo.int/portal/en/index.html
7.1.8	United Nations Educational, Scientific and Cultural Organization UNESCO	UNESCO (established 1946) is a specialized agency of the UN highly influential among others on the World Summit on the Information Society (WSIS) as well as in

		<p>follow-up activities, such as the WSIS Forum. Among international Internet governance institutions, there is one topic that appears to be addressed practically exclusively by UNESCO: Cultural participation, cultural diversity and record of historical heritage including multilingualism and languages in danger of extinction.</p> <p>http://en.unesco.org/</p>
7.1.9	International Telecommunication Union ITU	<p>ITU (established 1965) today is a specialized agency of the UN and one of the key international organisations involved in the regulation of telecommunications. It is developing rules for coordination among national telecommunication systems, the allocation of the radio spectrum, and the management of satellite positioning.</p> <p>http://www.itu.int/en/about/Pages/default.aspx</p>
7.1.1 0	World Trade Organisation WTO	<p>WTO (established 1995), an intergovernmental organization (IGO) setting global rules of trade between nations, is one of the key international organisations involved in the regulation of telecommunications by playing a key role in the liberalisation of telecommunication markets worldwide.</p> <p>http://www.wto.org/</p>
7.1.1 1	United Nations Economic Commission for Europe UNECE	<p>UNECE was established 1947 as a UN institution to encouraging economic cooperation among its member states.</p> <p>http://www.unece.org/</p>
7.1.1 2	Organisation for Economic Co-operation and Development OECD	<p>OECD is an intergovernmental organization (IGO) established (1948; reformed 1961) with the stated goal "to promote policies that will improve the economic and social well-being of people around the world" seek answers to common problems, identify good practices and co-ordinate domestic and international policies of its members. OECD potentially covers all Internet governance topics.</p> <p>http://www.oecd.org/</p>
7.1.1 3	Council of Europe CoE	<p>CoE is an international organisation established 1949 to promote co-operation in the areas of legal standards, human rights, democratic development, the rule of law and culture.</p> <p>http://hub.coe.int/</p>
7.1.1 4	International Chamber of Commerce ICC	<p>ICC (established 1919) is the largest, most representative business organization in the world with hundreds of thousands of member companies in over 130 countries. It keeps in touch with the UN, the World Trade Organization (WTO), and many other intergovernmental bodies, both international and regional, to voice the views of international business.</p> <p>http://www.icc-ccs.org/</p>
7.2	Internet-focused organizations	
N°	Name	
7.2.1	Internet Corporation for Assigned Names and Numbers ICANN	<p>ICANN (established 1998) is an international multi-stakeholder organization with US government oversight responsible, at the overall level, for the administration of three sets of unique identifier systems for the internet: domain names, numerical internet protocol (IP) addresses, and a third type that serves to identify so-called port and parameter</p>

		<p>numbers. ICANN has two channels through which civil society organisations (CSO) can participate in the "bottom-up policy development process": The Noncommercial Users Constituency (NCUC, http://ncdnhc.org/) and the At Large Community (http://www.atlarge.icann.org/) with the At-Large Advisory Committee (ALAC). https://www.icann.org/</p>
7.2.2	Internet Assigned Names and Numbers Authority IANA	<p>IANA (established 1988) is operated as a department of <i>Internet Corporation for Assigned Names and Numbers (ICANN)</i> and executes with high policy authority for IP number allocations some technical administrative functions on behalf of the <i>Internet Engineering Task Force (IETF)</i> and <i>ICANN</i> www.iana.org/</p>
7.2.3	Number Resource Organization NRO	<p><Internet infrastructure> unincorporated organization uniting the five regional Internet registries (RIR): AFRINIC, APNIC, LACNIC, ARIN and RIPE NCC NOTE 1: On the basis of a memorandum of understanding (MoU) the regional Internet registries (RIR) of the NRO undertake joint activities, including joint technical projects, liaison activities and policy co-ordination.</p>
7.2.4	African Network Information Centre AFRINIC	<p>AFRINIC, the regional Internet registry (RIR) for the African region, was incorporated in Mauritius in 2004 to serve the African Community by providing professional and efficient management of Internet number technology usage and development, and promoting Internet self-governance. http://www.afrinic.net/</p>
7.2.5	Asia Pacific Network Information Centre (APNIC)	<p>APNIC was born 1993 and has become the regional Internet registry (RIR) for the Asia-Pacific region whose core activity is the allocation and registration of Internet number resources including in particular the allocation of blocks of IP (Internet Protocol) addresses. https://www.apnic.net/</p>
7.2.6	Latin American and Caribbean Network Information Center LACNIC	<p>LACNIC, an international NGO established in Uruguay in 2002, is the regional Internet registry (RIR) for the region of Latin America and the Caribbean responsible for assigning and administrating Internet numbering resources (IPv4, IPv6), Autonomous System Numbers, Reverse Resolution and other resources. http://www.lacnic.net/en/web/lacnic/ipv6</p>
7.2.7	American Registry for Internet Numbers ARIN	<p>ARIN, established 1997 as one of the five regional Internet registries (RIR), is incorporated in the Commonwealth of Virginia, USA. https://www.arin.net/</p>
7.2.8	RIPE Network Coordination Centre RIPE NCC	<p>RIPE NCC (established 1992 in Amsterdam) is an independent, not-for-profit membership organization and one of five regional Internet registries (RIRs) providing Internet resource allocations, registration services and coordination activities. http://www.ripe.net/</p>
7.2.9	Africa Top Level Domain Organization AfTLD	<p>AfTLD, an association of ccTLD (country-code Top Level Domain) managers in the Africa</p>

		region, was incorporated as a Mauritius non-profit organization in 2002. http://www.aftld.org/about/
7.2.1 0	Asia Pacific Top Level Domain Association APTLD	APTLD is an organisation for ccTLD (country-code Top Level Domain) registries in Asia Pacific region originally established in 1998, and in 2003 legally established in Malaysia. http://www.aptdld.org/
7.2.1 1	Latin American and Caribbean TLD Association LACTLD	LACTLD was created 1998 as an association with the aim to represent the region's interests in domain name issues, promoting Latin American and Caribbean integration, as well as becoming a platform for the cooperation and exchange of information and experiences amongst regional TLDs. http://www.lactld.org/
7.2.1 2	European Country Code TLD Organization CENTR	CENTR (formed in March 1998 and since 2006, registered as a NPO based in Brussels) is the European ccTLD organisation. https://centr.org/
7.2.1 3	Internet Society ISOC	ISOC (established 1992) is an international non-profit organization that participates actively in Internet policy development processes and which has some governance roles in regard to the Internet Engineering Task Force (IETF), providing the financial and legal framework for IETF's activities. http://www.internetsociety.org/
7.2.1 4	Internet Engineering Task Force IETF	IETF (established 1986) though not being a legal entity develops and maintains the core fundamental technical standards of the Internet. www.ietf.org/
7.2.1 5	Internet Architecture Board IAB	The IAB (established 1979/1984/1986/1992) today is a committee global in scope of the Internet Society (ISOC). It has a number of organisational governance responsibilities regarding the work of Internet Engineering Task Force (IETF). In particular, it serves as the appeal body in regard to decisions in IETF's standardization process, and IAB is responsible for the appointment of liaison representatives representing IETF in the relationship to other standardization and Internet governance organizations. http://www.iab.org/
7.2.1 6	Institute of Electrical and Electronics Engineers IEEE	IEEE (established 1963) is a professional association for technical engineering dedicated to advancing technological innovation and excellence and standards developing organization. Its objectives are the educational and technical advancement of electrical and electronic engineering, telecommunications, computer engineering and allied disciplines. http://www.ieee.org/index.html
7.2.1 7	World Wide Web Consortium W3C	W3C (established 1994) is a multi-stakeholder standardization consortium focusing on website content formats and developing World Wide Web related standards. http://en.wikipedia.org/wiki/World_Wide_Web_Consortium
7.2.1 8	World Wide Web Foundation WWW Foundation Web Foundation	The Web Foundation is a non-profit organization which was established 1009 by WWW inventor Sir Tim Berners-Lee, and is devoted to achieving a world in which all

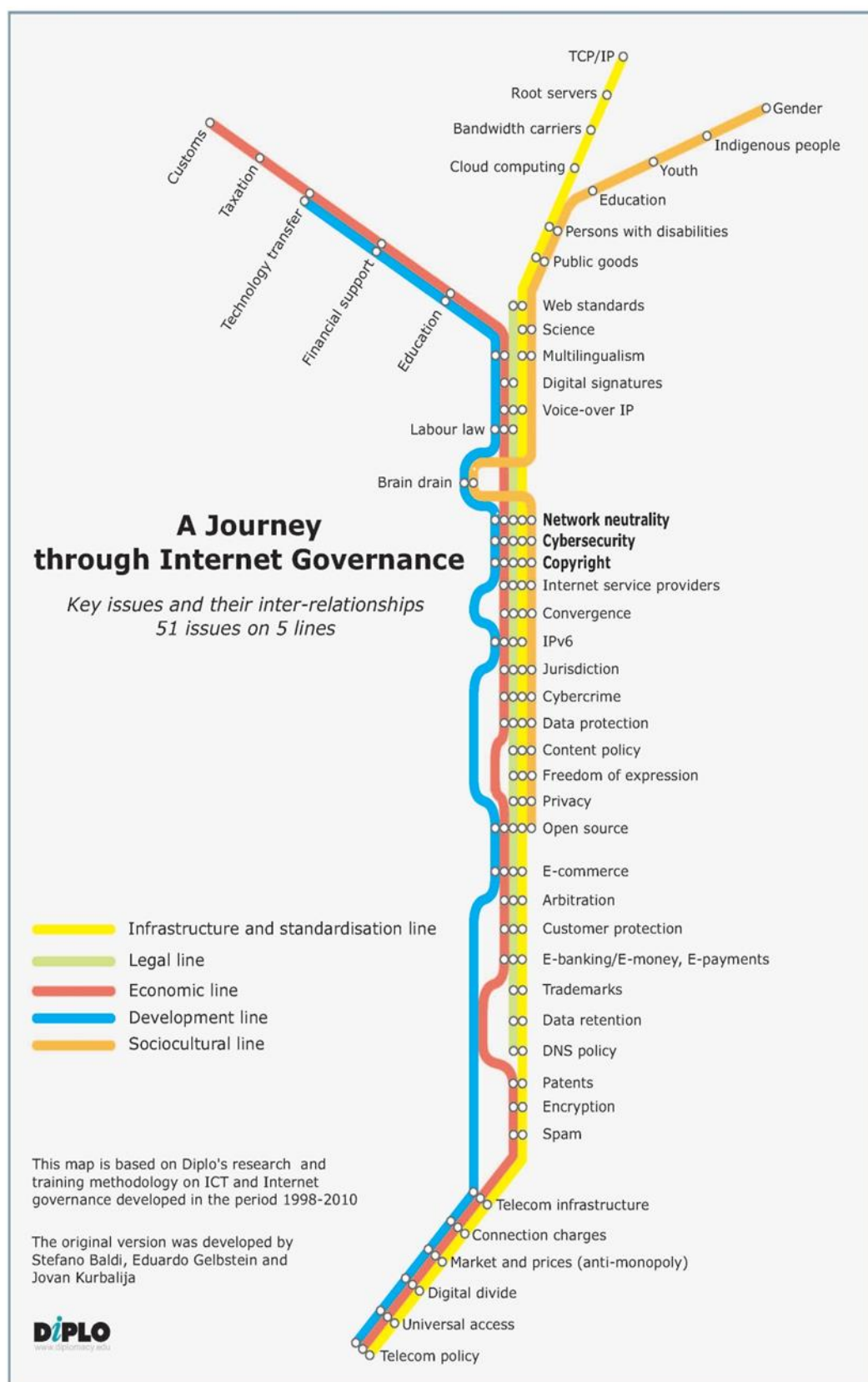
		<p>people can use the Web to communicate, collaborate and innovate freely, building bridges across the divides that threaten our shared future.</p> <p>www.webfoundation.org/</p>
7.2.1 9	Civil Society Internet Governance Caucus IGC	<p>The IGC was originally created 2003 in the context of the World Summit on the Information Society (WSIS) to provide a forum for discussion, advocacy, action, and for representation of civil society contributions in Internet governance processes which should be inclusive, people centered and development oriented. IGC is an important coordination body for civil society organizations (CSO) participation in the Internet Governance Forum (IGF).</p> <p>http://igcaucus.org/</p>
7.2.2 0	Community Emergency Response Team CERT	<p>CERT is a division of the Software Engineering Institute of Carnegie Mellon University dedicated to improving the security and resilience of computer systems and networks that is recognized as a trusted, authoritative organization the field of cybersecurity.</p> <p>http://www.sei.cmu.edu/about/organization/cert/</p>
7.2.2 1	International Center for Disability Resources on the Internet ICDRI	<p>ICDRI was founded 1998 as a non-profit center based in the United States with the overarching vision of equalization of opportunities for persons with disabilities.</p> <p>http://www.icdri.org/</p>
7.3	Groups, networks, forums, conferences, projects	
N°	Name	
7.3.1	UN Group on the Information Society UNGIS	<p>UNGIS was created 2006 as an inter-agency mechanism of the United Nations to coordinate substantive and policy issues facing the United Nations' implementation of the outcomes of the World Summit on the Information Society (WSIS).</p> <p>http://www.ungis.org/</p>
7.3.2	Internet Governance Forum IGF	<p>The IGF (established 2006) is a United Nations institution and multi-stakeholder forum dealing with all topics of Internet Governance. The Civil Society Internet Governance Caucus (IGC) is an important coordination body for civil society organizations (CSO) participation in the IGF.</p> <p>http://www.intgovforum.org/</p>
7.3.3	Object Management Group OMG	<p>OMG (founded in 1989) is an international, open membership, not-for-profit computer technology standards consortium which through task forces driven by vendors, end-users, academic institutions and government agencies develops enterprise integration standards for a wide range of technologies.</p> <p>http://www.omg.org/</p>
7.3.4	Global Alliance for ICT and Development UN GAID GAID	<p>GAID was launched 2006 by the United Nations as a cross-sectoral platform and multi-stakeholder forum that will bring together all stakeholders representing relevant constituencies for providing advocacy and oversight on information society issues and implementing programs addressing the United Nations' Millennium Development Goals (MDG).</p> <p>http://www.un-gaid.org/</p>

7.3.5	Wi-Fi Alliance	<p>Wi-Fi Alliance (founded in 1995) is a global non-profit trade association that promotes Wi-Fi technology and certifies Wi-Fi products, if they conform to certain standards of interoperability.</p> <p>http://www.wi-fi.org/</p>
7.3.6	Global Initiative for Inclusive ICTs G3ict	<p>G3ict was launched 2006 by the United Nations Global Alliance for ICT and Development (GAID) in cooperation with the Secretariat for the Convention on the Rights of Persons with Disabilities as an advocacy initiative to facilitate and support the implementation of the dispositions of the Convention on the Rights of Persons with Disabilities on the accessibility of Information Communication Technologies (ICTs) and assistive technologies.</p> <p>http://g3ict.com/</p>
7.3.7	World Summit on the Information Society WSIS	<p>WSIS, initiated by United Nations General Assembly Resolution 56/183 and carried out by the International Telecommunication Union (ITU), took place in two phases:</p> <ul style="list-style-type: none"> • First phase in Geneva from 10 to 12 December 2003 • Second phase in Tunis, from 16 to 18 November 2005 <p>WSIS provides a platform in which multiple stakeholders including international organizations, governments, the private sector and civil society could discuss the opportunities of the new information and communication environment, and also address challenges such as the inequality in access to information and communication that is called the 'digital divide'. WSIS output consists in a set of outcome documents and also resulted in the creation of Internet Governance Forum (IGF) and UN Group on the Information Society (UNGIS). One major follow-up activity of WSIS is the annual WSIS Forum.</p> <p>http://www.itu.int/wsisis/index.html</p>
7.3.8	World Summit on the Information Society Forum WSIS Forum	<p>Since 2006 the WSIS Forum has been held in Geneva around World Information Society Day (17 May) to implement the WSIS Follow up. The multi-stakeholder event is organized by the WSIS facilitators including the International Telecommunication Union (ITU), the United Nations Educational, Scientific and Cultural Organization (UNESCO), the United Nations Conference on Trade and Development (UNCTAD) and the United Nations Development Programme (UNDP) and hosted by ITU.</p> <p>http://en.wikipedia.org/wiki/World_Summit_on_the_Information_Society</p>
7.3.9	World Conference on International Telecommunications 2012 WCIT-12	<p>WCIT-12 is a treaty-level conference facilitated by the International Telecommunication Union (ITU) in Dubai, in 2012, to address the International Telecommunications Regulations (ITR) which are covering international rules for telecommunications, including international tariffs.</p> <p>http://www.itu.int/en/wcit-12/Pages/default.aspx</p>

7.3.1 0	Internet Society Disability and Special Needs Chapter	ISOC chapter (formed 2002) of international scope dedicated to addressing the needs of people with special needs that are related to the Internet and its attendant technologies. http://www.isocdisab.org/
7.4	Conventions and treaties, regulations and legal instruments	
N°	Name	
7.4.1	United Nations Declaration on Human Rights UN/UDHR UDHR	The UDHR is a declaration adopted by the United Nations General Assembly on 10 December 1948 representing the first global expression of inalienable fundamental rights to which all human beings are inherently entitled, simply because she or he is a human being. http://www.un.org/en/documents/udhr/
7.4.2	International Telecommunication Regulations ITR	ITR (coming into force in 1988 by the International Telecommunication Union – ITU) facilitated the international liberalisation of pricing and services and allowed a more innovative use of basic services in the Internet field, such as international leased lines, in the Internet field. It provided one of the infrastructural bases for the rapid growth of the Internet in the 1990s. The key international organisations involved in the regulation of telecommunications include the International Telecommunication Union (ITU) and the World Trade Organisation (WTO). http://www.itu.int/ITU-T/itr/
7.4.3	Basic Telecommunication Agreement BTA Fourth Protocol to the General Agreement on Trade in Services	Formally called <i>The Fourth Protocol to the General Agreement on Trade in Services</i> the BTA was adopted on 30 April 1996 and entered into force on 5 February 1998. More than 100 countries have liberalised their telecommunication markets with the aim of boosting development of new communication services by allowing access to existing (state-owned) infrastructure. http://www.wto.org/english/tratop_e/serv_e/4p_rote_e.htm
7.4.4	UNCITRAL Model Law on Electronic Commerce	The Model Law on Electronic Commerce (1996) of the United Nations Commission for International Trade Law (UNCITRAL) serves as a model for national and international legislation and assists contracting parties in formulating their contracts. It provides some guidance for removing barriers to electronic commerce, but is not a binding legal instrument. http://www.uncitral.org/uncitral/en/uncitral_texts/electronic_commerce.html
7.4.5	Berne Convention for the Protection of Literary and Artistic Works Berne Convention	The Berne Convention (first accepted in 1886) requires its signatories to recognize the copyright of works of authors from other signatory countries (known as members of the Berne Union) in the same way as it recognizes the copyright of its own nationals. In addition to establishing a system of equal treatment that internationalised copyright amongst signatories, the agreement also required member states to provide strong minimum standards for copyright law. http://en.wikipedia.org/wiki/Berne_Convention
7.4.6	WIPO Copyright Treaty WCT	The WCT is an international treaty on copyright law adopted by the member states of the World Intellectual Property

		<p>Organization (WIPO) in 1996. WCT provides additional protections for copyright deemed necessary due to advances in information and communication technology (ICT) since the formation of previous copyright treaties before it.</p> <p>http://en.wikipedia.org/wiki/WIPO_Copyright_Treaty</p>
7.4.7	Agreement on Trade-Related Aspects of Intellectual Property Rights TRIPS	<p>TRIPS is an international agreement was negotiated in 1994 and is administered by the World Trade Organization (WTO). It sets down minimum standards for many forms of intellectual property (IP) regulation as applied to nationals of other WTO Members.</p> <p>http://en.wikipedia.org/wiki/TRIPS_Agreement</p>
7.4.8	Convention on Cybercrime Budapest Convention on Cybercrime Budapest Convention	<p>The Budapest Convention on Cybercrime (adopted by the Committee of Ministers of the Council of Europe on 8 November 2001 and entered into force on 1 July 2004) is the first international treaty on crimes committed via the Internet and other computer networks by harmonizing national laws, improving investigative techniques, and increasing cooperation among nations.</p> <p>http://en.wikipedia.org/wiki/Convention_on_Cybercrime</p>
7.4.9	Convention on the Recognition and Enforcement of Foreign Arbitral Awards New York Convention	<p>The New York Convention (1958) regulates the enforcement of arbitration awards which national courts are obliged to enforce. The main limitation of arbitration is that it cannot address issues of higher public interest such as protection of human rights; these require the intervention of state-established courts.</p> <p>http://www.uncitral.org/uncitral/uncitral_texts/arbitration.html</p>
7.4.10	UNCITRAL Model Law on International Commercial Arbitration	<p>The Model Law on International Commercial Arbitration (1985/2006) of the United Nations Commission for International Trade Law (UNCITRAL) provides a pattern that law-makers in national governments can adopt as part of their domestic legislation on arbitration. The model law is not binding, but individual states may adopt the model law by incorporating it into their domestic law.</p> <p>http://www.uncitral.org/uncitral/uncitral_texts/arbitration.html</p>
7.4.11	W3C Web Accessibility Initiative Web Content Accessibility Guidelines WCAG	<p>Web Content Accessibility Guidelines (WCAG) are part of a series of web accessibility guidelines published by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C), the main international standards organization for the World Wide Web. They consist of a set of guidelines for making content accessible, primarily for people with disabilities, but also for all user agents, including highly limited devices, such as mobile phones. The current version, WCAG 2.0, was published in December 2008 and is also an ISO standard, ISO/IEC 40500:2012.</p> <p>http://www.w3.org/TR/WCAG20/</p>

Annex 1: Picture: A Journey through Internet Governance (DIPLO)



Annex 2: Alphabetic index of Internet Governance Glossary entry terms and names

Term or name	No
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academic communities	6.5
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AFRINIC	7.2.4
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American Registry for Internet Numbers	7.2.7
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Asia Pacific Top Level Domain Association	7.2.10
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B2C	3.8
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Basic Telecommunication Agreement	7.4.3
Berne Convention	7.4.5
Berne Convention for the Protection of Literary and Artistic Works	7.4.5
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Budapest Convention	7.4.8
Budapest Convention on Cybercrime	7.4.8
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business-to-consumer	3.8
business-to-government	3.9
C2C	3.10
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capacity development	5.6
Carrier: NOT	2.15
ccTLD	2.27
CDN	2.12
CENTR	7.2.12
CERT	7.2.20
child grooming	4.29
child online safety	4.27
child safety online	4.27
CIR	2.7
Civil Society Internet Governance Caucus	7.2.19
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CoE	7.1.13
Community Emergency Response Team	7.2.20
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content distribution network	2.12
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Convention on Cybercrime	7.4.8
Convention on the Recognition and Enforcement of Foreign Arbitral Awards	7.4.9
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crimeware	4.22
critical Internet infrastructure	2.4
critical Internet resources	2.7
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CSO	6.4
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cyberattack	4.20
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cyberlaw	4.2
cybersecurity	2.33
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cybersquatting	4.6

cyberstalking	4.30
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cyberwarfare	4.25
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data protection	4.13
data retention	4.17
de-identification	4.11
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digital bullying	4.28
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freedom of opinion and expression	4.8
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Global Initiative for Inclusive ICTs	7.3.6
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global regulation of intellectual property rights	5.3
global regulation of IPRs	5.3
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ICT	1.2
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IEEE	7.2.16
IETF	7.2.14
IGC	7.2.19
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Institute of Electrical and Electronics Engineers	7.2.16
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International Center for Disability Resources on the Internet	7.2.21
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international governmental organization	6.1
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International Telecommunication Union	7.1.9
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Internet architecture	2.14
Internet Architecture Board	7.2.15
Internet Assigned Names and Numbers Authority	7.2.2
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Internet government	3.5
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multi-stakeholderism	1.9
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network neutrality	1.16
network security	2.33
neutrality	1.16
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online government	3.5
online grooming of children	4.29

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online surveillance	4.12
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Organisation for Economic Co-operation and Development	7.1.12
phishing	4.32
PKI	2.39
pluralism	1.8
privacy	4.9
private sector institutions, organizations, groups or communities	6.3
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public-key infrastructure	2.39
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RIPE NCC	7.2.8
RIPE Network Coordination Centre	7.2.8
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spamming	4.24
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transparency	1.13
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UNCTAD	7.1.3
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United Nations	7.1.1
United Nations Commission on Science and Technology for Development	7.1.4
United Nations Conference on Trade and Development	7.1.3
United Nations Declaration on Human Rights	7.4.1
United Nations Development Programme	7.1.6
United Nations Economic and Social Council	7.1.5
United Nations Economic Commission for Europe	7.1.11
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Web Foundation	7.2.18
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World Conference on International Telecommunications 2012	7.3.9
World Intellectual Property Organisation	7.1.7
World Summit on the Information Society	7.3.7
World Summit on the Information Society Forum	7.3.8
World Trade Organisation	7.1.10
World Wide Web	2.1
World Wide Web Consortium	7.2.17
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WSIS	7.3.7
WSIS Forum	7.3.8
WTO	7.1.10
WWW	2.1
WWW Foundation	7.2.18

Annex 3: List of documents used for the preparation of the glossary of IG terms

	codes	Title	Institution	Weblink
1	2010 ESCWA rep	Arab regional roadmap for Internet governance: framework, principles and objectives	ESCWA	http://www.escwa.un.org/information/publications/edit/upload/ICTD-10-TP-5.pdf
2	2012 IG Kurbalija	An Introduction to Internet Governance - 5th Edition	Diplo Foundation	http://archive1.diplomacy.edu/poolbin.asp?IDPool=1484
4	2013 dipa-pol	Public policy and the Internet - case studies of Enhanced Cooperation	Oxford Internet Institute	http://www.intgovforum.org/cms/igf2013-enhanced-cooperation-final.pdf
5	2011 dipa-pol	Internet Policy Making #2. Co:LLaboratory Discussion Paper Series No. 1	Multistakeholder Internet Dialogue (MIND)	http://dl.collaboratory.de/mind/mind_02_neu.pdf
7	2003 WSISpol	WSIS Geneva Declaration of Principles	ITU/WSIS	http://www.itu.int/wsis/docs/geneva/official/dop.html
8	2003(1) WSIS pol	WSIS Geneva Plan of Action	ITU/WSIS	http://www.itu.int/dms_pub/itu-s/md/03/wsis/doc/S03-WSIS-DOC-0005!!PDF-E.pdf
9	2005 WSIS pol	WSIS Tunis Commitment	ITU/WSIS	http://www.itu.int/wsis/docs2/tunis/off/7.pdf
10	2005(1) WSIS pol	Tunis Agenda for the Information Society	ITU/WSIS	http://www.itu.int/wsis/docs2/tunis/off/6rev1.pdf
11	2010 ITU/WSIS rep	National e-Strategies for Development Global Status and Perspectives	ITU/WSIS	http://www.itu.int/ITU-D/cyb/app/docs/National_estrategies_for_development_2010.pdf
17	2012 WSISforum rep	WSIS Forum 2012 Outcome Document	ITU/WSIS	http://groups.itu.int/wsis-forum2012/Highlights/OutcomeDocument.aspx
21	2007 ITU rep	ITU: Building the Information Society	ITU	http://www.itu.int/dms_pub/itu-s/opb/gen/S-GEN-BIS-2007-PDF-E.pdf
22	2011 ITU rep	International Multilateral Partnership Against Cyber Threats (IMPACT)	ITU	http://www.itu.int/ITU-D/cyb/publications/2012/IMPACT/IMPACT-en.pdf
23	2007 ITU guide	Cyber Security Guide for Developing Countries	ITU	http://www.itu.int/ITU-D/cyb/publications/2009/cgdc-2009-e.pdf
24	2006 ITU rep	Research on legislation in data privacy, security and the prevention of cybercrime	ITU	http://www.itu.int/ITU-D/cyb/publications/2006/research-legislation.pdf
25	2006 ITU rep	E-Strategies Empowering Development	ITU	http://www.itu.int/ITU-D/cyb/publications/2006/E-strategies_brochure_2006.pdf
28	2003 ITU rep	The Essential Report on IP Telephony	ITU	http://www.itu.int/ITU-D/cyb/publications/2003/IP-tel_report.pdf
30	2000 ITU guide	Guide on Managing and Developing Network Connections and Interconnections to National Internet Nodes	ITU	http://www.itu.int/ITU-D/pdf/Guide_Management-e.pdf
32	2009 ITU guide	ITU eGovernment Implementation Toolkit	ITU	http://www.itu.int/ITU-D/cyb/app/docs/eGovernment%20toolkitFINAL.pdf
33	2008 ITU d-rep	Electronic Government for Developing Countries	ITU	http://www.itu.int/ITU-D/cyb/app/docs/e-gov_for_dev_countries-report.pdf
34	2008 ITU d-rep	Draft Report: Policy, Business, Technical and Operational Considerations for the Management of a Country Code Top Level Domain (ccTLD)	ITU	http://www.itu.int/ITU-D/cyb/ip/docs/itu-draft-ccTld-guide.pdf
35	2004 ITU dipa	Via Africa - Creating local and regional IXPs to save money and bandwidth	ITU	http://www.itu.int/ITU-D/treg/publications/AfricaIXPrep.pdf

36	2001 ITU/WIPO bripa	Multilingual Domain Names ITU Briefing Paper-Technology and Policy Aspects	ITU	http://www.itu.int/mlds/briefingpaper/itu/mdns-briefing-paper-final.pdf
37	2001 ITU/WIPO bripa	WIPO Briefing Paper - Internationalized Domain Names	WIPO	http://www.itu.int/mlds/briefingpaper/wipo/wipofinal3.pdf
38	dwp	Draft Issue Paper on the Multilingualization of Internet Naming System	WGIG	http://www.wgig.org/docs/WP-Multilingualization.pdf
39	2005 WGIG rep	WGIG Report: Comments & Elements for a Draft Decision on Internet Governance	WGIG	http://www.itu.int/wsis/docs2/pc3/contributions/co31.pdf
40	1997 OECD pol	GLOBAL INFORMATION INFRASTRUCTURE--GLOBAL INFORMATION SOCIETY (GII-GIS) POLICY REQUIREMENTS	OECD	http://www.oecd.org/internet/broadband/1912224.pdf
41	2005(1) WGIG rep	Report of the Working Group on Internet Governance	WGIG	http://www.wgig.org/docs/WGIGREPORT.pdf
42	2013 UNGA rep	2012 Report of the United Nations Secretary-General: Progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society at the regional and international levels	UNGA Economic and Social Council	http://unctad.org/en/PublicationsLibrary/a68d65_en.pdf
47	2005 UNCTAD rep	Information Economy Report 2005	UNCTAD	http://unctad.org/en/Docs/sdteecd20051_en.pdf
49	2006 UNCTAD rep	Information Economy Report 2006	UNCTAD	http://unctad.org/en/Docs/sdteecb20061_en.pdf
59	2013 UNCTAD rep-ov	Information Economy Report 2013 Overview	UNCTAD	http://unctad.org/en/PublicationsLibrary/ier2013overview_en.pdf
60	2013 UNCTAD rep	Information Economy Report 2013: The Cloud Economy and Developing Countries	UNCTAD	http://unctad.org/en/PublicationsLibrary/ier2013_en.pdf
61	2011 ITU/WSIS rep	Measuring the WSIS Targets- A Statistical Framework	ITU/WSIS	http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-MEAS_WSIS-2011-PDF-E.pdf
62	2012 ITU rep	Measuring the Information Society	ITU	http://www.itu.int/en/ITU-D/Statistics/Documents/publications/mis2012/MIS2012_without_Annex_4.pdf
63	2009 ITU guide	Manual for Measuring ICT Access and Use by Households and Individuals	ITU	http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-ITCMEAS-2009-PDF-E.pdf
64	2012 ITU rep	Trends in Telecommunication Reform - Smart regulation in a Broadband world	ITU	http://www.itu.int/dms_pub/itu-d/opb/reg/D-REG-TTR.13-2012-SUM-PDF-E.pdf
65	2013 ITU Exec Summ	Measuring the Information Society 2013 - Exec Summ	ITU	http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-ICTOI-2013-SUM-PDF-E.pdf
68	2008 UNCTAD rep	The Global Information Society: A Statistical View	UNCTAD	http://unctad.org/en/docs/LCW190_en.pdf
70	2013 UNESCO/WSIS rep	Towards Knowledge Societies for Peace and Sustainable Development - WSIS+10 Review Meeting	UNESCO/WSIS	http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/wsis/WSIS_10_Event/wsis10_outcomes_en.pdf
71	2013 UNESCO/ITU rep	Technology, Broadband and Education - Advancing the Education for all agenda	UNESCO/ITU	http://www.broadbandcommission.org/work/working-groups/education/BD_bbcomm-education_2013.pdf
72	2013 WSIS rep-pol	WSIS+10: Information and Knowledge for all: An Expanded Vision and a Renewed Commitment- Final Statement	WSIS+10	http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/wsis/WSIS_10_Event/wsis10_final_statement_en.pdf
73	2013(1) WSIS rep-pol	WSIS+10 Towards Knowledge Societies - Final Recommendations	WSIS+10	http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/wsis/WSIS_10_Event/wsis10_recommendations_en.pdf
74	2012 IS ar	Internet Society - Annual Review	Internet Society	http://www.internetsociety.org/sites/default/files/CompleteReport2012_1.pdf
75	2013 ISOC rep	ISOC @IGF 2013	Internet Society	http://www.internetsociety.org/sites/default/files/ISOC%40IGF%20Report-1.Final_.pdf
76	2013 IS rep	Internet Society White paper: The Value of Openness	Internet Society	http://www.internetsociety.org/sites/default/files/Internet_Society_openness_and_sustainability-en_0.pdf

77	2013(1) IS rep	Internet Society Questionnaire on Multistakeholder Governance Report and Summary of the Results	Internet Society	http://www.internetsociety.org/sites/default/files/bp-msfinalreport-20132210-en.pdf
78	2013(1) ISOC rep	ISOC Contribution to IGF 2012 Stocktaking Consultation	Internet Society	http://www.internetsociety.org/sites/default/files/ISOC%20IGF%202012%20Final%2014%20Feb2013.pdf
79	2013	The Internet Society and IGF 2012 - "Internet Governance for Sustainable Human, Economic and Social Development"	Internet Society	http://www.internetsociety.org/sites/default/files/IGF%202012%20Rough%20guide.pdf
80	2012 ISOC REP	Assessing National Internet Governance Arrangements	ISOC	http://www.internetsociety.org/sites/default/files/ISOC%20framework%20for%20IG%20assessments%20-%20D%20Souter%20-%20final_0.pdf
81	2011 ISOC rep	Workshop report: Copyright under a magnifying glass	ISOC	http://www.internetsociety.org/sites/default/files/COPYRIGHT%20UNDER%20A%20MAGNIFYING%20GLASS-%20THOUGHT%20PROVOKING%20IDEAS.pdf
82	2011(1) ISOC rep	Workshop Report: Blocking Content	ISOC	http://www.internetsociety.org/sites/default/files/IGF%202011%20WORKSHOP%20BLOCKING%20CONTENT-%20ISSUES%2C%20PRINCIPLES%20AND%20PATHS%20FORWARD%20.pdf
84	2010 ISOC rep	Workshop report: Priorities for the Long Term stability of the Internet	ISOC	http://www.internetsociety.org/sites/default/files/Priorities%20For%20The%20Long-Term%20Stability%20of%20The%20Internet.pdf
89	2012(1) ISOC rep	Internet Society consultation on Internet Governance	ISOC	http://www.internetsociety.org/sites/default/files/IGConsultation.pdf
90	2012 ISOC-ICC rep	Workshop report: Solutions for enabling cross-border data flows	ISOC ICC	http://www.internetsociety.org/sites/default/files/IGF%202012%20cross-border%20data%20flows.pdf
91	2010 ISOC p	ISOC International Chapter Toolkit - Tools for Unraveling the Net Neutrality	ISOC	http://www.internetsociety.org/sites/default/files/netneutrality_toolkit.pdf
92	2012(2) ISO rep	Summary of Activities by ISOC related to Implementation of the Targets, recommendations and Commitments of the WSIS	ISOC	http://www.internetsociety.org/sites/default/files/SUMMARY%20OF%20ACTIVITIES%20UNDERTAKEN%20BY%20THE%20INTERNET%20SOCIETY%20RELATED%20TO%20IMPLEMENTATION%20OF%20THE%20TARGETS%2C%20RECOMMENDATIONS%20AND%20COMMITMENTS%20OF%20THE%20WORLD%20SUMMIT%20ON%20THE%20INFORMATION%20SOCIETY.pdf
93	2009 ISO rep	Summary of Activities by ISOC related to Implementation of the Targets, recommendations and Commitments of the WSIS	ISOC	http://www.internetsociety.org/sites/default/files/ISOC%20recommendations%20and%20commitments%20to%20WSIS%202009.pdf
94	2005 ISOC rep	ISOC's Capacity Building Programs	ISOC	http://www.internetsociety.org/sites/default/files/Enabling%20sustainable%20development%20of%20the%20Internet%20for%20over%20a%20decade.pdf
95	2004 ICANN rep	ICANN's experience in setting up multistakeholder coordination on the Internet's unique identifier system	ICANN	http://www.internetsociety.org/sites/default/files/ICANN%27s%20experiences%20in%20setting%20up%20multi-stakeholder%20coordination%20on%20the%20Internet%27s%20unique%20identifier%20system%20.pdf
96	2004 UN/ICT dipa	Internet Governance: A Discussion Document	UN ICT Task Force	http://www.internetsociety.org/sites/default/files/Internet%20Governance%20A%20Discussion%20Document%20%28George%20Sadovsky%29.pdf
100	2011 UK rep	Broadband Delivery Programme: Delivery Model	UK Dept for Culture, Media & Sport	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/78021/BDUK-Programme-Delivery-Model-vs1-01.pdf
102	2011 UK pol	The eAccessibility Action Plan	UK Dept for Business Innovation & Skills	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/77724/11-p110a-e-accessibility-action-plan-update-january-2011.pdf
103	2012 CoEu-pol	Internet Governance – Council of Europe Strategy 2012-2015	Council of Europe	http://www.coe.int/t/dghl/cooperation/economiccrime/cybercrime/Documents/Internet%20Governance%20Strategy/Internet%20Governance%20Strategy%202012%20-%202015.pdf

104	2010 EuCo-pol	A Digital Agenda for Europe	European Commission	http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:0245:FIN:EN:PDF
105	2009 EuCo-pol	Regulatory Framework for electronic communications in the European Union	European Commission	https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/Copy%20of%20Regulatory%20Framework%20for%20Electronic%20Communications%202013%20NO%20CROPS.pdf
106	2011 CoEu-pol	Recommendation CM/Rec(2011)8 of the Committee of Ministers to member states on the protection and promotion of the universality, integrity and openness of the Internet	Council of Europe	https://wcd.coe.int/ViewDoc.jsp?id=1835707&Site=CM&BackColorInternet=C3C3C3&BackColorIntranet=ED
107	2011 CoEu-pol	Declaration by the Committee of Ministers on Internet governance principles	Council of Europe	https://wcd.coe.int/ViewDoc.jsp?id=1835773&Site=CM&BackColorInternet=C3C3C3&BackColorIntranet=ED
108	2003 CoEu-pol	Declaration on freedom of communication on the Internet	Council of Europe	https://wcd.coe.int/ViewDoc.jsp?id=37031&Site=CM&BackColorInternet=C3C3C3&BackColorIntranet=EDB0
109	2013 US bapa	US Congressional Research Service: Internet Governance and the Domain Name System: Issues for Congress	US Congress	http://www.fas.org/sgp/crs/misc/R42351.pdf
110	2013 UNESCO rep	Global survey on Internet privacy and freedom of expression	UNESCO	http://unesdoc.unesco.org/images/0021/002182/218273e.pdf
111	2013(1) UNESCO rep	Freedom of connection, freedom of expression: the changing legal and regulatory ecology shaping the Internet	UNESCO	http://unesdoc.unesco.org/images/0019/001915/191594e.pdf
112	2012 IG rep	Internet Governance for Sustainable Human, Economic and Social Development	IGF	http://www.intgovforum.org/cms/2013/contributions/IGF%202012%20Proceedings%20Book%20Baku%20Azerbaijan%20copy.pdf
113	2012 d	Conference and Public Consultations to Establish the Arab Internet Governance Forum (Beirut, 31 January - 1 February, 2012)		http://css.escwa.org.lb/ictd/1759/OutcomeEn.pdf
114	2009 ESCWA rep	Internet Governance: Challenges and Opportunities for the ESCWA Member Countries	ESCWA	http://www.escwa.un.org/information/publications/edit/upload/ictd-09-7-e.pdf
115	2012 EU rep	Report. Conference and public consultations to establish the Arab Internet Governance Forum, Beirut 2012	ESCWA	http://www.escwa.un.org/information/publications/edit/upload/E_ESCWA ICTD 12 WG-2 Report E.pdf
116	2013 HIVOS rep	Internet Governance: The quest for an open Internet in the Middle East and Northern Africa	HIVOS	http://igmena.org/wp-content/uploads/2013/06/InternetGovernance_web.pdf
117	2005 ITU pol	IP Policy Handbook	ITU	http://www.itu.int/ITU-T/special-projects/ip-policy/final/IPPolicyHandbook-E.pdf
118	2013 GP&A rep	Internet governance: mapping the battleground	Global Partners and Associates	http://www.gp-digital.org/wp-content/uploads/pubs/Internet-Governance-Mapping-the-Battleground.final_1.pdf
119	2009 bapa	Values, principles and rights in internet governance	Senges&Horner	http://www.freedomofexpression.org.uk/
120	2011 CoEUpol	Declaration by the Committee of Ministers on Internet governance principles	Council of Europe	https://wcd.coe.int/ViewDoc.jsp?id=1835773
121	2013 CIGIrep	Internet Points of Control as Global Governance	CIGI	http://www.cigionline.org/sites/default/files/no2_3.pdf
122	2014 EuCopol	Internet Policy and Governance Europe's role in shaping the future of Internet Governance	European Commission	http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2014:0072:FIN:EN:PDF
123	2009 IG Kurbalija	Introduccion to internet governance 2009	DiploFoundation	http://igf09.eg/IGF_English_2009_FINAL20091115115524.pdf
124	2007 OSCE rep	Governing The Internet	OSCE	https://www.osce.org/fom/26169
		Additional resources		

131/125	idgovmap.org	Mapping Internet Governance		http://idgovmap.org/
132/127	2014 ISOC	Internet Ecosystem: Naming and addressing, shared global services and operations, and open standards development	ISOC	WWW.INTERNETSOCIETY.ORG
126	2001OECD rep	Understanding the digital divide	OECD	http://www.oecd.org/sti/1888451.pdf
134	2005 WGIG rep	WGIG Report	WGIG	http://www.wgig.org/docs/WGIGREPORT.pdf
	ISO/IEC Guide 2:2004	ISO/IEC Guide 2:2004 Standardization and related activities — General vocabulary		http://isotc.iso.org/livelink/livelink/fetch/2000/2122/4230450/8389141/ISO IEC Guide 2 2004 %28Multilingual%29 -
	A CDE Definition	Computer Desktop Encyclopedia		http://lookup.computerlanguage.com/host_app/search?cid=C999999&term=digital+content&lookup=Go
	EU Directive 2000/31	DIRECTIVE 2000/31/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL		http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32000L0031&from=EN
	UDHR Website	Universal Declaration of Human Rights		http://www.un.org/en/documents/udhr/
	MDGs Website	Millennium development goals		http://www.un.org/millenniumgoals/
	WHO Website	What is e-accessibility?		http://www.who.int/features/qa/50/en/
		Glossaries		
00glo	1995 ITU glo	Lexicon of Telecommunication Terms - 1st edition	ITU	http://www.itu.int/en/publications/gs/pages/publications.aspx?parent=S-TERM-LEX-1995&media=paper
01glo		Telecommunication Terminology Database (TERMITE)	ITU	http://www.itu.int/terminology/index.html
02glo	1996 ITU glo	Provisional List of Terms Constituting the ITU Terminology Base "TERMITE" - Volumes I and II	ITU	http://www.itu.int/en/publications/gs/pages/publications.aspx?parent=S-TERM-LIST-1996&media=paper
03glo	2013 IG acro-glo	Internet Governance Acronym Glossary	Diplo Foundation	http://issuu.com/diplo/docs/ig_acronym_glossary
04glo	ICANN glo	Glossary: Terms Applicable to the Application Process	ICANN	http://newgtlds.icann.org/en/applicants/glossary
05glo	ICANN glo	IDN Glossary	ICANN	http://www.icann.org/en/resources/idn/glossary
06glo	ESCWA glo	ESCWA Glossary (this document has equivalents in Arabic)	ESCWA	http://www.escwa.un.org/information/infoconfres3.asp?search3=i&page=50
07glo	2013 IG glo	Internet governance glossary	Association for Progressive Communications (APC)	http://www.apc.org/en/glossary/term/347
08glo	ISPER glo	ISPER glossary (this document has equivalents in Arabic)	ESCWA	http://isper.escwa.un.org/InformationLibrary/ISPERGlossary/tabid/85/language/en-US/Default.aspx
09glo	IANA glo	IANA Glossary	IANA	http://www.iana.org/glossary
10glo	ICANN glo	Glossary of WHOIS Terms	ICANN	http://whois.icann.org/en/glossary-whois-terms
11glo	2014IFEXglo	Internet Governance Forum 2014 - Glossary of Abbreviations and Terms	IFEX	http://www.ifex.org/international/2014/08/28/ifexigf_glossary_aug28.pdf
12glo		DIGITAL AGENDA FOR EUROPE - Glossary	European Commission	http://ec.europa.eu/digital-agenda/en/glossary#e